# KENTUCKY

## L S T A

# 2005

# ANNUAL

# PROGRAM

# PORTFOLIO

Kentucky Department For Libraries and Archives
James A. Nelson
State Librarian and Commissioner

# FY 2005 LSTA PROJECTS

FY 2005 Annual Program            Mission and Introduction
Budget Information                 1- Financial Summary

**Project Plans**

Kentucky Department for Libraries and Archives

## Mission Statement

The Kentucky Department for Libraries and Archives (KDLA) is committed to support and promote equitable access to quality library services and information resources to meet the library and information needs for all Kentuckians and to ensure that adequate documentation of government programs is created, maintained, and available for public use by providing training, consultation and statewide programs.

KDLA has prepared a 2003-2007 five-year plan for the use of Federal funds made available from the Institute of Museum and Library Services under the state-administered Library Services and Technology Act to assist in meeting the library needs and desires deemed necessary to the citizens of Kentucky.  This portfolio provides the plan of action for the use of federal funds in addressing four categories of library needs during FY2005.

### Needs Assessment

1.  **Access / Technology**: The people of Kentucky have a need for free and full access to information and ideas to increase their knowledge and to help them overcome economic, educational, geographic, or physical barriers.  Due to the proliferation of technology, people not only need but expect to receive reliable information in an expedient manner from many different sources. The aging of the population has also increased the need for the availability of information in a variety of formats.

2.  **Awareness / Outreach:** The people of the state need to become more aware of the library and information services available to every citizen to assist them in building a brighter future through the resources and opportunities provided by the library. Libraries need to assume a leadership role in their communities demonstrating democracy, neighborliness, community pride and providing access to technology and life-long learning for all citizens.

3.  **Children and Youth Services**: Libraries need to play a significant part in the development of Kentucky's children and young adults to stimulate a love of reading and to support them in becoming lifelong-learners and productive members of society. Kentucky's children need well-trained librarians who are well educated, effective and confident in their work to provide services and programs targeted to meet the developmental needs of children.

4.  **Programming / Training**: Library customer satisfaction can be improved throughout the state by providing enhanced service delivery and creative programming to meet the diverse needs of all citizens regardless of economic, scholastic, geographical or physical barriers.

Projects in this portfolio are developed with and are subject to LSTA Guidelines and Certification, and the KDLA Policy and Procedure Manual for federal and state grants.

# LIBRARY SERVICES AND TECHNOLOGY ACT
## KENTUCKY
## FY 2005 PROJECT ESTIMATES BY SOURCE OF FUNDS

| NO | PROJECT NAME | TOTAL OBLIGATIONS | | |
|---|---|---|---|---|
| | | LSTA | STATE | TOTAL |
| 1A1 | KULS | 130,500 | 0 | 130,500 |
| 1A2 | KY GUIDE PROGRAM | 53,900 | 0 | 53,900 |
| 1B1 | Collection Digitization Subgrant | 20,000 | 0 | 20,000 |
| 1B3 | Library Automation Subgrants | 300,000 | 0 | 300,000 |
| 1B4 | Support For Library Consortia | 260,300 | 0 | 260,300 |
| 1B4A | Support For Library Consortia Sub. | 133,000 | 0 | 133,000 |
| 1C1 | Centralized Technical Support | 56,900 | 295,000 | 351,900 |
| 1C3 | Tech Support - Field Services | 110,000 | 0 | 110,000 |
| 1C3-A | Tech Sup - Area Tech Consultant Sub | 50,000 | 0 | 50,000 |
| 1C3-B | Tech Support - Library Innovation Sub. | 30,000 | 0 | 30,000 |
| 1C4 | Information Technology - KDLA | 360,000 | 0 | 360,000 |
| 1C5 | Large Print Collection | 30,300 | 0 | 30,300 |
| 1C6 | St Lib Reference/Research/Resources | 222,500 | 691,000 | 913,500 |
| 1C7 | Telecommunication Services Support | 103,500 | 0 | 103,500 |
| 1D1 | KY Talking Book | 24,000 | 369,000 | 393,000 |
| 1D1-A | Louisville Subregional Talking Book | 59,300 | 42,000 | 101,300 |
| 1D1-B | Northern KY Talking Book | 51,200 | 6,400 | 57,600 |
| 2A1 | Communication / Awareness | 82,700 | 0 | 82,700 |
| 2A2 | Web Development Subgrant | 40,100 | 0 | 40,100 |
| 2A3 | Awareness Leadership Institutes | 42,600 | 0 | 42,600 |
| 2B1 | School & Library Partnership | 15,000 | 0 | 15,000 |
| 2C1 | Administration Reporting | 75,000 | 300,000 | 375,000 |
| 3A1 | Children's and Young Adult | 138,500 | 0 | 138,500 |
| 3A1 -A | C & YA - Prime Time Reading | 30,000 | 0 | 30,000 |
| 3A1-B | C & YA - Online Homework Help | 20,000 | 0 | 20,000 |
| 3B1 | C & YA - Early Childhood Dev. Sub | 20,000 | 0 | 20,000 |
| 4A1 | Training Equip/Data Proj. Subgrant | 54,000 | 0 | 54,000 |
| 4A2 | Continuing ED - KDLA | 116,000 | 0 | 116,000 |
| 4A3 | Continuing ED - Public Libraries | 164,000 | 0 | 164,000 |
| 4A3-A | CE - Library Trustee Conference | 5,000 | 0 | 5,000 |
| 4B1 | Regional Consultant and Assistance | 77,400 | 501,000 | 578,400 |
| 4B1-A | Library Consultant Resource Support | 13,000 | 0 | 13,000 |
| 4C1 | Programming Subgrants | 70,000 | 0 | 70,000 |
| | **Total** | **2,958,700** | **2,204,400** | **5,163,100** |

**Project Title**        **Kentucky Union List of Serials**

**Project Sub-program** QJBD        **Objective #** 1A        **Project #**   02-1A1

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** Public Library Services Forums

**KDLA Based**    ☐        **Libraries Served** Statewide

**Subgrant**    ☒    **Subgrant Recipient** University of Lousiville Foundation, Inc.

**Estimated Number To Be Served** 453,356

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒  Adults                    ☐  Public Library Trustees
☒  Children                  ☐  Rural Populations
☐  Institutionalized Persons      ☒  Senior Citizens
☒  Library staff and Volunteers    ☐  Statewide Public
☐  Non-Limited English Speaking Persons    ☐  Urban Populations
☐  People with Special Needs        ☒  Young Adults and Teens
☐  Pre-School Children

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)

☒  Interlibrary Loan

☐  Cultural Heritage (includes local history and preservation)

☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)

☐  Digitization and Digital Library Projects

☐  Mobile Services

☐  Economic Development (includes job and career services)

☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)

☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)

☐  Software and Equipment

☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)

☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)

☐  Technology Infrastructure

☐  Institutional Library Services

☐  Training for the Public

☐  Intergenerational Programs

☐  Virtual Library Services

## Project Objective

To provide accurate and complete information about serial/journal holdings in libraries of all types in the Commonwealth to library staff and end customers. With this information, a traditional delivery mechanism, OCLC ILL, can be employed to get that information in the form of the actual article in a timely manner to the citizen.

## Summary of Need

Despite the extraordinarily rapid growth of Internet resources, customers of libraries increasingly need access to the current information that is found only in print serials/journals. There needs to be a mechanism in place that can provide information about who owns these materials to library customers and end customers.

## Needs Assessment

The more information that is available to library customers the better equipped they will be to pursue wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives. Libraries continue to forge ahead to provide customers with information that they need in the most effective and efficient manner possible. The "Public Library Services Forums" held by KDLA across Kentucky in the spring and summer of 2001 identified areas of need important to public library customers. Two of those areas are life-long learning and technology. Technology provides the means to accomplish this project.

Serials/journals are one of the most significant sources of current and timely information. However, the ever increasing cost of hard copy subscriptions and/or access to electronic journals continues to be prohibitive for many libraries. This is especially true for specialized titles with small audiences. Access to commercial document delivery services as a source for these materials is great except for the fact that they come with a big price tag which may be beyond the means of the library or the customer. This leaves traditional interlibrary loan as the option for obtaining materials, especially some of the items only available in print and/or older titles/issues not yet available electronically.

Many people were of the opinion that once multiple full text databases were available the need for journals and magazines in house would decline significantly. It was felt that customers' needs for the most current information would be served by these electronic means. In actuality, it seems that it has only whetted the appetites of library staff and customers. These databases which provide copious amounts of full text also provide access to references to other materials answering their information needs. As a result of this access, rather than fewer interlibrary loans, the numbers of interlibrary loan requests continues to escalate. Last year, all interlibrary loan activity including lending and borrowing in all types of Kentucky libraries increased by over 3% and borrowing activity within the selective customers increased by 6%.

## Solution

The existence of the Kentucky Union List of Serials provides Commonwealth libraries access to current serials holdings information in an electronic environment which not only allows for ownership verification, but also provides for electronic transmission of interlibrary loan requests.

This ability continues to be important to libraries despite increased access to full text databases and information found on Web sites.

For interlibrary loan of serials to be efficient and cost effective, there must exist an accurate database of information regarding the holdings of local libraries, i.e., a serials union list. At this juncture the most efficient method of achieving this is via a central unit to compile and maintain the database, in this instance the Kentucky Union List of Serials. The majority of libraries in the Commonwealth do not currently have the staff expertise or the staff time to allocate to local updating to a union list.

Thus the Kentucky Union List of Serials is a key component in libraries obtaining periodical material for customers, materials which might not be available otherwise and at a minimal cost. Furthermore, because it is resident on OCLC, the information is available to libraries beyond the borders of the Commonwealth, thus enabling libraries to participate internationally in library resource sharing.

KDLA will award a subgrant to the University of Louisville Libraries enabling the University to provide the services of designated maintenance agent for the Kentucky Union List of Serials (KULS) on OCLC as a subset of the Kentucky Group database. KDLA staff will work with KULS staff to ensure that the KULS is appropriately integrated into other resource sharing activities among Commonwealth libraries and that their unique expertise is utilized whenever possible in said activities.

## Outcome
Information about serial/journal holdings will be available through the OCLC Union List of Serials. Library staff members and their end customers literally throughout the world will have accurate and complete access to serials information held by Kentucky institutions. That information will be used in resource sharing activities through OCLC ILL which will deliver the materials which meet the information needs of library customers.

## Evaluation

### Key Output Targets
- KULS staff will maintain accurate and complete local data records in the Kentucky OCLC database by updating 10,000 LDRs.
- The KULS editor will, as a member of two KYVL work groups, cultivate more understanding of the Union List which will result in more institution's updating their holdings.

### Key Outcome Targets
- The use of the Kentucky OCLC database which includes the Kentucky Union List of Serials for Interlibrary Loan will increase by 3%.
- There will be an increase by 5 in the number of KULS participants submitting their LDR updates to the KULS office.

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
The KULS office will report on the number of LDRs that they will have updated, the number of participants who are submitting their updates to the office and the editor's attendance at KYVL meetings to the project monitor. OCLC will provide the project monitor with statistics regarding interlibrary loan activities.

# FY 2005 KENTUCKY LSTA ANNUAL PORTFOLIO PROJECT

**Project Title**      **Kentucky Guide Program**

**Project Subprogram** QAAO      **Objective #**1A          **Project #**   04-1A2

**Needs Assessment** Archives Research Room User Survey

**Secondary Needs Assessment** Find-it! Kentucky Project Report

**KDLA Based**    ☒          **Libraries Served** Multi-type

**Subgrant**    ☐    **Subgrant Recipient** _____

**Estimated Number To Be Served** 200,000

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒  Adults
☐  Children
☐  Institutionalized Persons
☒  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☒  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☒  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective

To make archival and manuscript materials in Kentucky historical records repositories more accessible to customers by providing bibliographic description and making them available in the KDLA catalog on the KDLA website.

## Summary of Need

Researchers, librarians, archivists, and others need comprehensive access to archival materials in historical records repositories and libraries throughout Kentucky.  Searching for these materials can be simplified by completing the Kentucky Guide Program catalog and making it available through the KDLA catalog on the KDLA website.  To complete the catalog, a staff person needs to be hired to undertake this cataloging and coordination work.  This project was not done the last two years as proposed, because no staff was hired.  The catalog is suffering from not being updated for over two years, and coordination and communication with participating libraries is not being done.  The work that is being completed on the catalog is being undertaken by two part-time interns, with oversight and assistance from a full-time state paid administrative specialist who has many other job duties.

## Needs Assessment

There are over 300 libraries and repositories in Kentucky that hold archival and manuscript collections.  Many materials are not cataloged or are cataloged minimally by the institution that holds them.  Even if the materials are cataloged, researchers may not know in which repositories these unique materials are held.  Researchers can often become frustrated when searching for archival materials, as these unique items may be held by any number of historical records repositories.  Many researchers ask for a union catalog of these materials to aid in their research.

The Kentucky Guide Program visited over 300 repositories during the past twenty years and compiled catalog descriptions of these materials.  Over half of these descriptions have been added to the KDLA catalog.  Archival materials in the KDLA Catalog are of two kinds:  1) catalog records, which describe the archival holdings of KDLA; and 2) catalog records that describe archival and manuscript holdings in about 300 repositories in Kentucky.  There is high demand for access to this information, with over 3,000 web searches for archival materials in the KDLA catalog per month, on average, and numerous e-mails to the webmaster and other staff members about information that is not available.

Researchers who use the catalog currently are pleased with their search results, and with their ability to locate archival material in the state.  The catalog is not complete, however, as bibliographic descriptions have been entered in the catalog for around half of the materials surveyed. About 60% of the KDLA archival holdings have been entered in the catalog.  About 40% of the holdings of other Kentucky archival and manuscript repositories have been cataloged.  Providing a more comprehensive catalog for Kentucky archival and manuscript materials would enhance access to these research materials, decrease frustration for customers, and provide a "one-stop" search for archival and manuscript materials in Kentucky.

The Kentucky Virtual Library's (KYVL) Kentuckiana Digital Library also relies on the Kentucky Guide Program to provide information about manuscripts and archives in Kentucky, and to provide catalog entries for material that may be included for digitization.  The State Historical Records Advisory Board also makes use of the Kentucky Guide catalog when assessing grant proposals and in constructing a strategic plan.  Many other libraries, including Western Kentucky University and the University of Kentucky, have relied on the Guide Program to provide bibliographic descriptions of their records back to their institutions, for internal use.

The National Union Catalog of Manuscript Collections (NUCMUC), a program of the Library of Congress, refers Kentucky institutions to the Kentucky Guide Program for inclusion of bibliographic records of materials from Kentucky.  It is NUCMUC policy not to include descriptions from states that have a statewide catalog, but to require that the statewide archival catalog handle that data.

## Solution
A cataloger will be hired to begin work on completing the entries for archival and manuscript material in the KDLA catalog.  Two graduate school students from the University of Kentucky College of Library and Information Science will be hired as interns to assist in this work on a part-time basis.  Work on standardizing entries already in the catalog will be undertaken. Design of the search page within the KDLA catalog for the archival and manuscript catalog will be completed.

## Outcome
Users will be more satisfied with results found from the catalog as it continues to grow and becomes more inclusive of Kentucky archival and manuscript material. More groups and institutions, including the Kentucky Virtual Library, the Kentucky State Historical Records Advisory Board, and the libraries and repositories whose holdings are described in the catalog, will use information from the catalog.

## Evaluation

## Key Output Targets
- 200 new entries will be made in the catalog.
- 400 records will be standardized.
- Design of search page for Kentucky Guide catalog will be completed.

## Key Outcome Targets
- Survey of catalog customers will show at least a 60% satisfaction rate with using the catalog, and will provide suggestions for improving search and help screens.
- Survey of KYVL users will demonstrate 50% increased satisfaction with using the Kentucky Guide catalog as it grows.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
Kentucky State Historical Records Advisory Board members will use the catalog to assist in historical records repository assessment and strategic planning.

Survey of customer groups will be undertaken by the Kentucky Guide Program cataloger, during the last quarter of the fiscal year, to get feedback from customers on their use of the catalog and on possible improvements to the catalog.

A mid-year report will assess progress of the project.  A survey of catalog users will be conducted in order to assess the need for a comprehensive catalog of archival and manuscript material in Kentucky, customers' use of the catalog, and what customers need from the catalog.

**Project Title**       **Collection Digitization Subgrants**

**Project Sub-program** QJBD       **Objective #** 1B       **Project #**   02-1B1

**Needs Assessment Archives Research Room User Survey**

**Secondary Needs Assessment Archives Research Room User Survey**

**KDLA Based**   ☐       **Libraries Served** Multi-type

**Subgrant**   ☒   **Subgrant Recipient To Be Determined**

**Estimated Number To Be Served To Be Determined**

**Congressional District To Be Served  To Be Determined**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒  Adults
☒  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☒  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☒  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☒  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☒  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

**Project Objective**
To fund the digitization and creation of accompanying descriptions of collections in the repositories across the state and make them available worldwide 24/7.

**Summary of Need**
Researchers are demanding more, better and remote access to unique collections housed in Kentucky's institutions.

**Needs Assessment**
Thousands of incredibly valuable historical collections are locked behind doors of repositories in the Commonwealth.  Luckily, the knowledge of their existence has been made possible through the Kentucky Guide Project.  Over 300 of Kentucky's institutions are represented by catalog records that describe collections in depth.  With the integration of these records into the KDLA Endeavor/Voyager catalog, even greater access has been accomplished through the KYVL Consortia.  However, a description is inadequate in this time of 24/7 access via the Internet.  Our customers are frequently wondering (at least prior to the economic downturn.) "Why aren't you like Virginia?  The actual materials are accessible through their site."  The next step needs to be taken here in Kentucky to bring 24/7 access to information to the citizens of the Commonwealth.  The lack of fiscal resources and support has kept activity in this area to a minimum.

**Solution**
KDLA will offer up to 4 competitive digitization grants (50/50) to the repositories which are represented in the Guide Project and the KDLA Catalog.  These grants will allow these institutions to digitize popular and/or important parts of their collections for 24/7 access.

**Outcome**
Researchers and staff of libraries and archival repositories worldwide will have immediate access to these materials to assist in research and to answer reference and research inquiries.   The recipient institutions' staffs working on these projects will be mentors for this type of project in the future.

**Evaluation**

**Key Output Targets**
- Up to four repositories of historical collections will receive subgrants to digitize their collections making them accessible via the Web 24/7.

**Key Outcome Targets**
- At least 50% of customers surveyed will express satisfaction with these collections' availability. Additional Outcome Targets specific to each subgrant will be added after the subgrants are awarded.
- Recipients of the subgrants will keep statistics and will report progress and impact of the project through quarterly reports.  The project monitor will work closely with recipients and will submit a final report

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
Recipients of the subgrants will keep statistics and will report progress and impact of the project through quarterly reports.  The project monitor will work closely with recipients and will submit a final report.

**Project Title**     **Library Automation**

**Project Sub-program** QARO     **Objective #** 1B     **Project #**    **04-1B3**

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment Public Library Services Forums**

**KDLA Based** ☐     **Libraries Served Multi-type**

**Subgrant** ☒ **Subgrant Recipient To Be Determined**

**Estimated Number To Be Served To Be Determined**

**Congressional District To Be Served To Be Determined**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**

| | |
|---|---|
| ☒ Adults | ☐ Public Library Trustees |
| ☒ Children | ☐ Rural Populations |
| ☐ Institutionalized Persons | ☐ Senior Citizens |
| ☐ Library staff and Volunteers | ☐ Statewide Public |
| ☐ Non-Limited English Speaking Persons | ☐ Urban Populations |
| ☐ People with Special Needs | ☐ Young Adults and Teens |
| ☐ Pre-School Children | |

**IMLS Performance Category (Choose at least one but not more than three)**

| | |
|---|---|
| ☐ CE for the public (includes distance education and lifelong learning) | ☐ Interlibrary Loan |
| ☐ Cultural Heritage (includes local history and preservation) | ☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning) |
| ☐ Digitization and Digital Library Projects | ☐ Mobile Services |
| ☐ Economic Development (includes job and career services) | ☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services) |
| ☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers) | ☒ Software and Equipment |
| | ☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills) |
| ☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing) | ☒ Technology Infrastructure |
| ☐ Institutional Library Services | ☐ Training for the Public |
| ☐ Intergenerational Programs | ☐ Virtual Library Services |

9

**Project Objective**

To provide a 50% matching grant to selected libraries across the Commonwealth so that their clientele may benefit from greater collection access promoted by a modern automation system.

**Summary of Need**

Many LSTA eligible libraries across the Commonwealth lack sufficient funding to undertake an automation project.  While they may well be able to afford the annual cost of ownership, the initial cost is prohibitive for them to consider.

**Needs Assessment**

Currently in the Commonwealth, over 40% of the public libraries and a considerable number of academic libraries and special libraries are not automated.  Even of those that have managed to automate, many are in need of system migration to a more suitable system. These tend to be the smaller libraries (under 30,000 volumes) located in the less affluent areas of the state.  These libraries are making limited progress in automation, due largely to two reasons:

- Lack of monetary resources
- Lack of on-site technological expertise

While KDLA employs a Technology Consultant who assists libraries in the automation process, the libraries are left largely on their own to finance these projects.  With basic automation/retrospective collection conversion costing $50,000 +, these costs can be prohibitive even to libraries which could greatly benefit from the technology, and which could pay on-going expenses.

**Solution**

KDLA will offer matching, competitive grants for LSTA eligible libraries. Grant amounts would be limited to a maximum of $40,000 for each library.  Money could be used for automation equipment, programs, retrospective conversion, system migration or any other expense associated with automation excluding salaries or fringe benefits.  Libraries must be able to complete the project within the grant year. Systems purchased and conversions performed must meet KDLA standards.

**Outcome**

Clientele of the public libraries or institutions selected to participate will receive greatly enhanced access to multiple information resources, enabling them to better participate in decision-making affecting their life quality.  Libraries will be able to better utilize their collections, as well as make their holdings available on a state, national and world level, through the automation of their collection holdings records.

## Evaluation

### Key Output Targets
- Patrons of the libraries chosen for funding will have better collection access, more rapid search capability, and better subject access to the collections.

### Key Outcome Targets
- Circulation will increase by at least 5% in libraries receiving automation subgrants indicating that patrons are better able to access needed information
- 30% of patrons will indicate that they successfully located the information they were seeking.

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
The project monitor will survey each recipient library regarding their circulation and usage statistics before and after the project. Library directors will be instructed to randomly survey patrons in the library to ascertain their success in finding needed information through the new system. Subgrant recipients will submit quarterly and final status reports focusing on statistical and anecdotal results. The project monitor will combine results from all projects in an annual report at project end.

**Project Title**     **Support for Library Consortia**

**Project Sub-program** QBGO       **Objective #** 1B          **Project #**   02-1B4

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** KDLA/KYVL Training Survey

**KDLA Based**     ☒          **Libraries Served** Public

**Subgrant**     ☐    **Subgrant Recipient** _____

**Estimated Number To Be Served** 1,472,600

**Congressional District To Be Served** **Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒  Adults
☒  Children
☐  Institutionalized Persons
☒  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☒  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☒  Young Adults and Teens

**IMLS Performance Category** **(Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☒  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☒  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

**Project Objective**
To provide support for collaborative efforts that serve the informational needs of both library staff and the citizens of the Commonwealth.

**Summary of Need**
The library community needs a centralized agency to support collaborative efforts that enhance the information services available in libraries throughout the Commonwealth.  Support is needed via several mechanisms:  financial support for specific activities and/or services, direct administration or delivery of services by State Library staff and advocacy and representation in appropriate forums for library consortia and collaborative efforts and services.

**Needs Assessment**
Despite significant advances having been made in bringing real time access to information resources to libraries of all types, because of fiscal constraints, few if any libraries have to date achieved total independence in meeting the information needs of their various client groups.  Therefore, the library community continues to be dependent on collaborative efforts to achieve the optimum in service to their customers with a minimum of fiscal outlay.   Furthermore, successful participation for all the stakeholders in such efforts is dependent upon effective central support and/or coordination.

In recent years, KDLA has partnered with the Kentucky Virtual Library (KYVL) which has emerged as the provider of enhanced/expanded access to electronic commercial databases with plans to expand electronic access to information resources unique to the Commonwealth as well.  The State Library participates in many KYVL projects and serves on planning/implementation groups for KYVL.  Attention is also given by the State Library to programs which integrate into collaborative library efforts, e.g., the development of a Government Information Locator System (GILS):  Find It! Kentucky.

The involvement of the State Library in these efforts and others like them provides for two significant contributions.  The more obvious one is the provision of tangible financial assistance and staff support and expertise.  The less tangible one is one of advocacy for all libraries.  While collaboration is crucial among libraries, the disparity among what the broad spectrum of libraries can bring to the table is great and the involvement of the State Library helps to ensure equity.

However, KDLA also has a commitment to participate in such collaborative efforts as an individual institutional library.  Like a number of libraries across the Commonwealth KDLA has migrated to the Endeavor/Voyager Library Management System to provide access to collections at KDLA.  One of the reasons for choosing this system is that it is sophisticated enough to provide access to all agency collections regardless of format and origin into one system.  Second it permits the agency to participate as an institution in a significant collaborative effort with academic and other special libraries throughout the Commonwealth.  Libraries having chosen the Voyager system are able to have their databases mounted on one of two servers serving the entire state and making them accessible to all citizens.

The "Public Library Services Forums" begun in 2001 and held by KDLA across Kentucky identified areas of need important to public library users.  Two of those areas are life-long learning and technology.  The more information that is available to library customers the better equipped they will be to pursue

wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives. Libraries continue to forge ahead to provide customers with information that they need in the most effective and efficient manner possible. Technology provides the means to accomplish this project.

A KDLA Training Needs Assessment will be conducted in the spring of 2004. As in the past, the results of this survey will be utilized to drive what technology based training will be offered by the State Library. The need is perpetual and all technology based training that is offered by the State Library has been well received. It is the norm that sessions fill up immediately and that waiting lists require that we add sessions to meet seemingly insatiable demand. At times it is difficult fiscally to meet these needs. FFY05 will be slightly different in that we will be utilizing some of the funding from this project as the match to a Gates Grant. The State Library was certified to apply for training funds by the Gates Foundation in 2002. The deadline for submission of the actual application is August 15, 2004. We generally train several hundred library staff each year (531 last year) through a combination of state and federal funds. The matching grant from the Gates Foundation will allow us to train over 700 staff in FFY05.

In 2001, KDLA planned and conducted a pilot project to construct a Government Information Locator Service (GILS) for the State of Kentucky , known as Find It! Kentucky. Through this project, KDLA concluded that an ongoing GILS program would provide easy access to state and local government information on the web. It fills the gap between the Kentucky State Government's KYDirect and the needs of customers. Because of the great need to make government information more accessible and organized, KDLA has instituted this as an on-going program. We have become players in the GOT Web Standards Committee, had our metadata generator adapted and adopted as a standard for the state, and have made progress in providing other state agencies with the Find It! code for their use on their own WebPages.

## Solution
KDLA will manage and fund the maintenance and expansion of the Kentucky Group Database on OCLC including the tapeloading or ftping of non-OCLC bibliographic records to the database and the review and disposition of records which do not initially load; Coordinate and manage the Kentucky OCLC Group Access Capability (GAC) Interlibrary Loan activities funding said activities for libraries designated SOLINET Affiliates; Subsidize fiscally as necessary access to electronic information databases via KYVL for Kentucky's libraries and with staff support and expertise as appropriate; Participate in the development, implementation and/or expansion of collaborative activities benefiting libraries in the Commonwealth, and the continued support of Government Information Locator System (GILS): Find It! Kentucky; Plan, coordinate, and fund library staff training based on customers' expressed needs; Plan, coordinate, implement and fund access to KDLA's own collections and licensed electronic databases through the KYVL Endeavor/Voyager consortia; Participate in and fund the Endeavor/Voyager Library Management System project as an individual institution.

## Outcome
These various collaborative efforts are intended to assist library and archival repository staff and customers throughout the Commonwealth and in some cases the world gain access to information.

In the case of the maintenance and expansion of the Kentucky database, more holdings will be available to respond to the informational needs of the citizens. It is through the Kentucky OCLC ILL project that the majority of citizens obtain access to materials housed in facilities outside of their geographic boundaries in a timely manner. The electronic databases provided through KYVL by various types of support by KDLA provide widespread access to all citizens at the library and at home. The Find It! Kentucky project provides much needed standardized terms and metadata construction for state webmasters to utilize which will make their information more accessible to their target audience: the citizens of the Commonwealth. Through the matching Gates Foundation grant, KDLA will be able to provide more technology based training that responds to the expressed needs of their customers. By providing access to additional collections and databases at KDLA, we will further enhance our ability to meet the informational needs of our customers. The Endeavor/Voyager Consortia allows expanded and sophisticated access to materials in the State Library's collections 24/7 worldwide.

## Evaluation

### Key Output Targets
- 200,000 non-OCLC cataloguing institutions' records will be tapeloaded or ftp'd to the Kentucky OCLC database.
- Assist 5 state government agencies with mounting and using Find It! software on their websites.
- Plan and conduct technology based training for over 700 library staff members based on their expressed training needs.
- Provide general subsidiary funding and specific funding for additional database/s in the KYVL family.
- Searches of the KYVL databases available 24/7 statewide to all Kentucky citizens will increase by 15% a year.
- Resource sharing activities by all types of libraries will increase by 3% a year.
- The number of visits to the KDLA 24/7 OPAC will increase by 20% a year

### Key Outcome Targets
- 80% of surveyed library staff and end users will indicate that they are more than satisfied with the content of the KYVL databases
- 80% of the library staff attending technology based training will indicate via the evaluation tool that they feel more confident in offering technology based services to their customers as a result of their training

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
OCLC provides the project monitor with statistical data in regards to records loaded to the Kentucky OCLC database and resource sharing activities. KYVL will provide the project monitor with statistical data in regard to the KYVL database usage. The Endeavor Voyager system and EastLib hubsite will provide the OPAC usage data. The KYVL Database Assessment which is planned for 2005 will provide information about the satisfaction of the users of those databases. An evaluation instrument which will be distributed after training events will provide information about the participants' learning experience.

**Project Title**      <u>**Support for Library Consortia Subgrants**</u>

**Project Sub-program** QBGO      **Objective #** 1B      **Project #**   **02-1B4A**

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **KDLA/KYVL Training Survey**

**KDLA Based**  ☐      **Libraries Served** **Public**

**Subgrant**  ☒   **Subgrant Recipient** **To Be Determined**

**Estimated Number To Be Served** **To Be Determined**

**Congressional District To Be Served** **To Be Determined**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
| | |
|---|---|
| ☒ Adults | ☐ Public Library Trustees |
| ☒ Children | ☐ Rural Populations |
| ☐ Institutionalized Persons | ☒ Senior Citizens |
| ☒ Library staff and Volunteers | ☐ Statewide Public |
| ☐ Non-Limited English Speaking Persons | ☐ Urban Populations |
| ☐ People with Special Needs | ☒ Young Adults and Teens |
| ☐ Pre-School Children | |

**IMLS Performance Category** **(Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)

☐ Cultural Heritage (includes local history and preservation)

☐ Digitization and Digital Library Projects

☐ Economic Development (includes job and career services)

☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)

☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)

☐ Institutional Library Services

☐ Intergenerational Programs

☐ Interlibrary Loan

☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)

☐ Mobile Services

☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)

☒ Software and Equipment

☒ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)

☒ Technology Infrastructure

☐ Training for the Public

☐ Virtual Library Services

## Project Objective
To provide support for collaborative efforts that serve the informational needs of both library staff and the citizens of the Commonwealth.

## Summary of Need
The library community needs a centralized agency to support collaborative efforts that enhance the information services available in libraries throughout the Commonwealth. Support is needed via several mechanisms: financial support for specific activities and/or services, direct administration or delivery of services by State Library staff and advocacy and representation in appropriate forums for library consortia and collaborative efforts and services.

## Needs Assessment
The "Public Library Services Forums" begun in 2001 and held by KDLA across Kentucky identified areas of need important to public library users. Based on these rapid changes, it comes as no surprise that two of those areas are life-long learning and technology. The more information that is available to library clients the better equipped they will be to pursue wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives. Libraries continue to forge ahead to provide clients with information that they need in the most effective and efficient manner possible. Technology provides the means to accomplish this project.

It's difficult to verbalize the revolutionary effect that public Internet access has had on public libraries in the Commonwealth. Within the space of less than three years, 830 public workstations were placed in all public library facilities in this state through the Gates and EMPOWER Kentucky projects. Although all public libraries had had staff access to technology to some extent before these projects, the impact was negligible compared to the workstation deployment of 1997-1999. New customers discovered libraries. Library staff were expected to not only understand everything about technology and about what was on the Internet but were also expected to be able to teach the public everything from how to use a mouse to how to find quality information. No one had any idea of how this would impact these organizations, but the results have been beyond our wildest imaginings.

Initially, public expectations and demands far outstripped the libraries' ability to respond. The lines to gain access to the workstations started from the time that the door opened on the first installation. Demands for more workstations and faster access escalated along with demands for the libraries to be open longer hours to meet the public's needs. The public's demands for individual and classroom training continue. Their expectations of the staff's technical and web knowledge have intensified. The libraries have worked at a desperate pace to try to meet these growing needs, and the extensive staff technology based training offerings by KDLA have helped.

Despite significant advances having been made in bringing real time access to information resources to libraries of all types, because of fiscal constraints, few if any libraries have to date achieved total independence in meeting the information needs of their various client groups. Therefore, the library community continues to be dependent on collaborative efforts to achieve the optimum in service to their clients with a minimum of fiscal outlay. Furthermore, successful participation for all the stakeholders in such efforts is dependent upon effective central support and/or coordination.

## Solution
A special partnership effort between KDLA and the Gates Foundation will present an opportunity for public libraries to address the expressed needs of their customers for faster access to information available through the Internet.  The State Library was certified to apply for broadband connectivity upgrade funds by the Gates Foundation in 2002.  The deadline for submission of the actual application is August 15, 2004.  The goal of these matching grant funds is to support the state library agency in providing broadband Internet connectivity to public libraries.  Broadband connectivity is defined as any dedicated or "always-on" connection enabling 200Kbps or greater symmetrical connections.  Grant funds may be used for upgrades in individual library systems to connect to private Internet service providers or to a state network.   The State Library will survey the public libraries to determine which are eligible for these funds and guide them through the application and subsequent implementation process.  It is anticipated that some eligible libraries may not opt to participate based on the LSTA requirement of adherence to CIPA.

## Outcome
For those libraries which participate in this project, the more rapid access to information resources delivered through the Internet will meet their customers' expressed needs.  It will also greatly enhance access to the other deliverables supported by this overall project:  access to OCLC ILL Web version for KY Resource Sharing Program (as an aside, faster access will decrease the per minute access fee that is paid by KDLA for participants,) KYVL databases, Find It! searching, KDLA's OPAC and even the online registration forms for the technology based training provided by KDLA.

## Evaluation

## Key Output Targets
- At least 30 public libraries will receive subgrants to bring broadband Internet connectivity to their facilities.

## Key Outcome Targets
- 80% of surveyed library staff and end users will indicate that they are more than satisfied with the speed of access to informational resources available through the Internet

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
Library staff and users will be surveyed to determine whether they were successful with their access to online information resources.  Subgrantees will submit quarterly reports.  Additional specific project outcomes will be recorded after subgrants have been awarded.

**Project Title**        **Centralized Technical Support**

**Project Sub-program** QBCO        **Objective #** 1C        **Project #**   02-1C1

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **State Library Reference/Research Services**

**KDLA Based**    ☒        **Libraries Served** **Statewide**

**Subgrant**    ☐    **Subgrant Recipient** _____

**Estimated Number To Be Served** **2,013,000**

**Congressional District To Be Served**  **Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☒  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category** **(Choose at least one but not more than three)**

☒  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☒  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective
To increase the variety of formats and informational resources available to Kentucky libraries and individuals through the operation of a centralized technical support unit at the State Library and its contribution of holdings information to the database at OCLC.  To provide remote access to full-text electronic resources for which the State Library holds subscriptions.  To provide support to Kentucky libraries to aid them in better serving the informational needs of their clients by offering consultation on cataloging and processing issues.

## Summary of Need
As the proliferation of informational resources continues, along with cost increases and budget tightening, and an increasing emphasis on continuing education, access to library resources becomes ever more important.  To contribute to this endeavor and better serve the needs of libraries and individuals, there must be complete and accurate bibliographic descriptions of multi-type materials in the collections of KDLA, and the holdings information added to the OCLC database for resource-sharing purposes.  Records in the KDLA catalog must be accessible through remote connections and in a 24/7 timeframe.  Linkages from the catalog to the actual content in electronic resources are also needed.  For public libraries with difficulty in creating bibliographic records for their own catalogs, assistance is needed from outside sources.

## Needs Assessment
The "Public Library Services Forums" which were held by KDLA across Kentucky in the spring and summer of 2001 identified areas of concern to public library users.  Two of those areas were life-long learning and technology.  Library users need a greater variety of materials and formats made available to enable them to pursue wide-ranging personal and professional interests and assist them in their pursuit of life-long learning.  The descriptions of these materials need to be created in a machine-readable form, and through technological means, be accessed 24/7 through a variety of online systems to make them available to a larger audience.

These same needs have been echoed throughout Kentucky state government as employees are now required to pursue hours of continuing education/professional development each year.  Other information is also needed by state government workers in fulfilling their daily job duties and in training new and continuing personnel.  Since the State Library is a logical source to supply materials to meet these requirements, it is important that these items be described in the library catalog and that the catalog is accessible 24/7 from remote locations.  In addition to describing materials, it is extremely advantageous to have links from the catalog record to the actual content of the various electronic resources described.

A need for videocassette and DVD materials, in Spanish and with public performance rights, has been expressed by both state government and by public libraries for use in group settings.  With the growing diversity of population in Kentucky, the need for other foreign language materials in a variety of formats will also increase.

According to statistics from Public Libraries in the United States: Fiscal Year 2001, a federal report released in July 2003, Kentucky ranks 38th, among the 50 states and D.C., in total operating income per capita for public libraries and 38th in total collection expenditures per capita.  It ranks 42nd in audio materials and 42nd in video materials per 1,000 populations.  For all these reasons, Kentucky citizens need to know what additional materials are available to them through the KDLA collections.  The federal report also said that Kentucky ranks 46th with public librarians having an ALA-MLS.  This means that

some libraries have staff without the knowledge, training, or access to tools necessary to create accurate and complete bibliographic records of items in their own library collections, and need an outside source for consultation on cataloging and/or processing problems.

**Solution**

KDLA will operate a centralized cataloging and processing center with experienced and knowledgeable staff and supported with the necessary operating expenses. The State Library's records will be contributed to OCLC for inclusion in their database for resource sharing. Cataloging staff will take advantage of training opportunities to improve their skills in cataloging the disparate formats of material being added to library collections, especially DVDs, CD-ROMs, and internet resources. Since multimedia items are the fastest growing component of the State Library collection, it will be necessary for the Branch to purchase one additional TV/VCR/DVD player (or its component parts) with the appropriate plugs, cables, and media cart, two audiocassette/CD players, and 3 sets of headphones for staff to use in collecting/verifying descriptive and subject information to ensure accurate bibliographic records. The addition of multimedia materials, in foreign languages, to the catalog will be increased, as will materials for English-speaking persons to use in dealing with the increasing diversity of Kentucky's population. Bibliographic records will continue to be added to the KDLA catalog for electronic resources to which registered patrons are allowed access, and will contain links to the actual full-text resource. The software of the Endeavor/Voyager Library Management System that provides automated access to the KDLA collections will be maintained and upgraded as necessary. The KDLA database will be continually maintained and updated to accurately reflect agency holdings. Bibliographies created by Reference Staff and mounted on the agency website will be linked to records in the online catalog. With fewer staff and more cataloging activities, the Branch will purchase six light pens with barcode readers and cables to streamline the addition and deletion of records in the agency database. The centralized technical support unit will continue to act as cataloging agent to OCLC for the state's SOLINET Affiliates, and will do problem solving in conjunction with unmatched records resulting from contributions of records from local systems. In addition to direct cataloging and database maintenance activities, the unit will continue to encourage and provide consultative services for local library staff and contribute a column of cataloging tips to the agency's Public Library Newsletter, which is available on the agency website 24/7.

**Outcome**

The expansion of the KDLA catalog to be inclusive of new agency resources will allow users 24/7 access to descriptions of its more varied holdings, particularly the growing multimedia component with its language segment. With the addition of records for internet resources and links to the actual resources, users will also have 24/7 access from remote locations to the actual content of research sources. The more comprehensive the catalog becomes, the closer it comes to being a "one-stop shopping" tool for users of agency collections. It will also allow the agency to better serve diverse populations such as the ESL communities and state government workers. Since most activities of this project are directed to library staffs, including that of the State Library, in support of service to their patrons, the project is often a step removed from the end-users. However, statistics show that requests for interlibrary loans from the State Library have gone up more in the last year than in previous years. This is one indication that libraries will be able to fill information needs for their clients that they have previously been unable to fill because materials were unknown or unavailable. Because of this project many new titles, including an increasing amount of material in multimedia formats, will be added to the OCLC database to further increase resource-sharing opportunities among libraries, and because these records are in electronic form

they will be available to an ever increasing client base.  Users of all types will be better able to pursue whatever personal or professional topics are of interest to them, through materials in a multitude of formats and held in various locations.   Since the project will also offer consultative services on cataloging issues, local libraries will be supported in creating records for items owned in their own collections.

## Evaluation

### Key Output Targets
- By fall of 2005, over 950 titles of new videocassettes, DVDs, interactive CD-ROMs, and audio recordings will have been received for inclusion in the KDLA catalog, and the holdings added to the OCLC database.
- By fall of 2005, 8 requests will have been received by the Technical Services unit for consultation on cataloging issues, and 5 columns of cataloging tips will have been submitted to the Public Library Newsletter which is available 24/7 on the agency's website.
- By the end of the project year, records for 100% of the internet resources identified by the Reference Staff for inclusion in the KDLA catalog will have been added and have links to the content of the resource.

### Key Outcome Targets
- There will be a 20% increase in the number of times users access the expanded KDLA online catalog.
- 100% of staff in the Technical Services unit will receive additional training and/or experience in cataloging disparate formats such as DVD, interactive CD-ROM, and internet resources.
- The State Library will show a 5% increase in the number of interlibrary loan requests received as clients have access to previously unknown or unavailable material to satisfy their informational needs.

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
The Branch Manager for Technical Services will monitor this project throughout the year.  Mid-year and year-end reports will be prepared documenting the activities of the project.  The measure of progress will be based primarily on statistical reports from several sources.  Interlibrary loan activity will be measured by statistical reports from the Division's interlibrary loan staff, and the level of user activity in accessing the KDLA Catalog will be taken from the University of Kentucky's Eastlib Hub Site Statistical Reports.  As for other activities such as items of various formats added to the KDLA catalog and instances of direct assistance to Kentucky's public libraries, statistics documenting progress in those areas will be taken from monthly and annual statistics kept within the Technical Services Branch.

**Project Title**      **Tech Support - Field Services**

**Project Sub-program** QARO      **Objective #** 4C      **Project #**   04-1C3

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** Public Library Services Forums

**KDLA Based**   ☒      **Libraries Served** Multi-type

**Subgrant**   ☐   **Subgrant Recipient** _____

**Estimated Number To Be Served** 3261

**Congressional District To Be Served**  Statewide

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☐ Adults
☐ Children
☐ Institutionalized Persons
☒ Library staff and Volunteers
☐ Non-Limited English Speaking Persons
☐ People with Special Needs
☐ Pre-School Children

☐ Public Library Trustees
☐ Rural Populations
☐ Senior Citizens
☐ Statewide Public
☐ Urban Populations
☐ Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☐ Intergenerational Programs

☐ Interlibrary Loan
☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐ Software and Equipment
☒ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☒ Technology Infrastructure
☐ Training for the Public
☐ Virtual Library Services

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## Project Objective

To enhance the ability of library personnel to adequately meet the challenges presented by new technologies, to make library staff better able to utilize existing technologies, and to prepare library staff to assist patrons with the technologies presented.

## Summary of Need

Library personnel, administration and governance lack the necessary skills and experience to adequately anticipate technology changes and to utilize existing technology for the best benefit of the library and its clientele.

## Needs Assessment

Many citizens of the Commonwealth lack fair and equitable access to the technologies that are considered a basic level of service in most modern libraries today. This includes, but is not limited to, the Internet, an online public access catalog, and CD-ROM based products. Less than 10% of the libraries in Kentucky employ a full-time technology person, and nearly 50% are not automated.

In many libraries, due to budgetary and time constraints, the library personnel lack education and experience to select and maintain advanced technical equipment. This lack of technology compounds the problems and frustrations these counties already face – business and industry are reluctant to locate in an area without adequate library services, including modern technology.

Further, data from library services must be collected, manipulated, and reports prepared so that accurate decisions may be made about library services and funding priorities.

## Solution

KDLA will employ a staff Technology Consultant to provide professional technology support to Kentucky's libraries in areas of the state where technological implementation and support are inadequate. In order to provide on-site assistance, telephone support, and technological training, an adequate travel allotment must be established and sufficient computer equipment must be provided for the fulfillment of these duties. Duties of the staff Resource Analyst would be supported in this program.

## Outcome

At the completion of this project year participant libraries should be better positioned to serve the technological needs of their client population. An increase in technology knowledge will enable these libraries to better serve all facets of their clientele informational needs, as an increasing amount of information is electronically assessable. Further, libraries will be equipped to anticipate future technology change, make informed technology purchasing decisions, and provide basic technology assistance to their patrons.

## Evaluation

### Key Output Targets
By the successful completion of this project:
- At least 5 libraries will be guided through the automation process
- At least 24 library site visits will have been performed
- At least five technology related workshops will have been provided

### Key Outcome Targets
- Libraries receiving E-rate funding will increase by 10% due to assistance from this program.
- At least 25% of the libraries in Kentucky will receive telephone or on-site support from this program during the year.

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
The project monitor will keep statistics of libraries and how they were assisted during this project. The monitor will also request feedback from the library staffs to find strengths and weaknesses or the project in order to ascertain future needs. Results will be reported through a mid-year and annual status report.

**Project Title**        **Tech Support - Area Technology Consultant Subgrants**

**Project Sub-program** QARO        **Objective #** 1C        **Project #**   **04-1C3-A**

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment Public Library Services Forums**

**KDLA Based**    ☐        **Libraries Served** Public

**Subgrant**    ☒    **Subgrant Recipient To Be Determined**

**Estimated Number To Be Served To Be Determined**

**Congressional District To Be Served  To Be Determined**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
- ☐ Adults
- ☐ Children
- ☐ Institutionalized Persons
- ☒ Library staff and Volunteers
- ☐ Non-Limited English Speaking Persons
- ☐ People with Special Needs
- ☐ Pre-School Children

- ☐ Public Library Trustees
- ☐ Rural Populations
- ☐ Senior Citizens
- ☐ Statewide Public
- ☐ Urban Populations
- ☐ Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

- ☐ CE for the public (includes distance education and lifelong learning)
- ☐ Cultural Heritage (includes local history and preservation)
- ☐ Digitization and Digital Library Projects
- ☐ Economic Development (includes job and career services)
- ☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
- ☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
- ☐ Institutional Library Services
- ☐ Intergenerational Programs

- ☐ Interlibrary Loan
- ☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
- ☐ Mobile Services
- ☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
- ☒ Software and Equipment
- ☒ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
- ☒ Technology Infrastructure
- ☐ Training for the Public
- ☐ Virtual Library Services

**Project Objective**
To enable a library region (or consortium of libraries crossing regional bounds) to hire an on-site technology consultant to provide network design and administration for the subgrant recipient during the term of the project. This person would work closely with the Technology Consultant to provide guidance during the automation process, and to provide administration of the system after the automation is complete.

**Summary of Need**
Many libraries lack trained personnel to undertake automation, and staff to maintain the system after the initial automation is complete. Due to this, many libraries that could afford the automation itself do not undertake the process. Combining into a consortium and being able to utilize technology support from an on-site consultant would encourage automation among these libraries.

**Needs Assessment**
Currently in the Commonwealth, over 40% of the public libraries are not automated. These tend to be the smaller libraries (under 30,000 volumes) located in the less affluent areas of the state. These libraries are making limited progress in automation, due largely to two reasons:

- Lack of monetary resources
- Lack of on-site technological expertise

While KDLA employs a Technology Consultant who assists libraries in the automation process, the libraries are left largely on their own after the project is complete; except for the limited telephone support from the automation vendor and the KDLA Technology Consultant. Due to the great travel distances involved, and the large number of different automation systems purchased by libraries, continual on-site assistance from the State Technology Consultant is impractical. Therefore, these libraries are reluctant to begin the automation process, thereby inadvertently denying their clientele a valuable source of enhanced information resources.

**Solution**
This grant would provide funding and technical assistance to plan and initiate a project developing library technology infrastructure within a region, selected section of a region or library consortium by funding a local technology consultant position. It would provide for continuing technical support for the developed system in the form of an on-site library cooperative staff technology consultant. This would be a matching grant, with the consultant employed for a two-year period. Participating libraries would have the option of continuing the employment of the consultant at the project conclusion.

**Outcome**
Local library staff would have the benefit of an on-site consultant, to supplement the efforts of the state level Technology Consultant.  This would greatly enhance the ability of a library region or consortium to successfully implement an automation system or other technology without having to rely on expensive contract labor, or the limited telephone support provided by vendors.  As a result, the citizens served in the automation area would experience the greatly enhanced services that result from the increased availability and accessibility of information.

**Evaluation**

**Key Output Targets**
- At least one subgrant will be awarded to a library consortium or region to provide a technology consultant.
- Other key output targets specific to the project may be added when the subgrants are awarded.

**Key Outcome Targets**
- All libraries in the consortium will report a 25% decrease in lag time for system repairs or upgrades.
- At least 30% of patrons will report that new technology made finding information easier and quicker.
- Staff will report at least a 20% increase in system uptime.
- Other key output targets specific to the project may be added when the subgrants are awarded.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
The consultant will provide periodic updates to the project liaison regarding the status of the project.  Further, the LSTA monitor will meet with staff and directors of the cooperative libraries to determine that their needs are being met.  Reports will be submitted by both the consultant and the employing libraries as the effectiveness and status of the project.

**Project Title**      **Tech Support - Library Innovation Subgrants**

**Project Sub-program** QARO     **Objective #** 1C      **Project #**   **04-1C3-B**

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **Public Library Services Forums**

**KDLA Based** ☐      **Libraries Served** **Public**

**Subgrant** ☒ **Subgrant Recipient** **To be determined**

**Estimated Number To Be Served** **To be determined**

**Congressional District To Be Served** **To Be Determined**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**

☒ Adults                ☐ Public Library Trustees
☒ Children             ☐ Rural Populations
☐ Institutionalized Persons     ☐ Senior Citizens
☐ Library staff and Volunteers   ☐ Statewide Public
☐ Non-Limited English Speaking Persons    ☐ Urban Populations
☐ People with Special Needs      ☐ Young Adults and Teens
☐ Pre-School Children

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☐ Intergenerational Programs

☐ Interlibrary Loan
☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☒ Software and Equipment
☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☒ Technology Infrastructure
☐ Training for the Public
☐ Virtual Library Services

## Project Objective

To provide funding for innovative, creative, solutions to patron service problems encountered in the libraries of the Commonwealth.  Selection of projects funded would heavily depend upon the innovative quality, continued support from the library, and the distribution potential of the solution.  Certain emerging technologies may be selected, and appropriate libraries encouraged to apply for grant funding in that area.

## Summary of Need

With funding conditions tight throughout the Commonwealth, indeed the nation, many libraries struggle with finding funding to provide minimum essential services to their communities.  Technological innovations that could potentially enhance services to their clientele, and perhaps at a lower cost to the library, are difficult to finance in the current economic climate.  Therefore, these technological opportunities often go unexplored, at a potential detriment to our citizens.

## Needs Assessment

Most of the services provided by libraries across the Commonwealth are of a traditional nature, time proven.  However, new technologies exist which would allow libraries to provide new or enhanced services, reaching existing clientele in new exciting ways, or providing services to currently underserved or unserved populations.   While many libraries have the personnel and imagination to wish to institute such services, the current funding state within libraries make the undertaking of an ambitious innovative project unlikely in many situations.   However, if reliable funding were available for start-up projects deemed likely to succeed, the potential payback in the form of new delivery systems is immense.

## Solution

Proposed are grants to encourage technology innovation among libraries in the Commonwealth.  Grants would be as open as possible, not limiting to any pre-chosen topics.  Funding could be used for fixed or mobile technology.  A main criteria is that it must utilize technology not commonly used in Kentucky Libraries to meet the needs of citizens, with preference given to widening services to underserved and challenged populations. Ability to duplicate the activity in other counties would also be decisive criteria.

## Outcome

The best way to determine the actual benefits of any new technology is in actual practice.

- These grants would provide economic incentive for libraries to explore technological innovation which otherwise might remain unavailable to libraries and the citizens of the Commonwealth.
-  As the grant would be based on merit, not the size, income, or location of the requesting library, it would indeed be open to all libraries of the state.
- This would enable a farsighted leader in a small, economically challenged area to potentially bring cutting edge technology to the people of their community.

**Evaluation**

**Key Output Targets**
- At least two projects will be funded.
- Other key output targets specific to the projects will be added when the subgrants are awarded.

**Key Outcome Targets**
- Information services to the underserved population of the counties receiving these grants will increase by at least 25%.
- Other key output targets specific to the projects will be added when the subgrants are awarded.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
The projects will be monitored and data collected as to the success or limits of the project (the exact nature of the data collected will depend largely on the project goals and outcomes).  This information will be disseminated and copies of the data will be held in a central location for reference by libraries in the future.  Project information will be made available to interested libraries regardless of the success or failure of the funded project, so that the lessons learned may be utilized by other libraries throughout the state.  This information will be provided in written or oral format, as appropriate.  Results will be reported through mid-year and annual reports.

**Project Title**    **Information Technology**

**Project Subprogram** QCDO    **Objective #** 1C    **Project #**   01-1C4

**Needs Assessment** State Library Reference/Research Services

**Secondary Needs Assessment** Document Management Digitization System Project

**KDLA Based**   ☐    **Libraries Served** Statewide

**Subgrant**   ☐   **Subgrant Recipient** _____

**Estimated Number To Be Served** 1,500,147

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒  Adults
☐  Children
☐  Institutionalized Persons
☒  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☒  Public Library Trustees
☒  Rural Populations
☒  Senior Citizens
☒  Statewide Public
☒  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☒  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☒  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective

The objective of this project is to operate the infrastructure for the state library and information technology services for patrons of the state library and public libraries statewide. This infrastructure consists of personnel costs, equipment, software and network components. This project enables the availability and support of electronic information resources of the state library, including library reference, literary, and the records of state and local governments. These operations ensure that the libraries and citizens of Kentucky have equitable access to the networked library and archival information resources and services of the state library; and enable the state library to connect people to knowledge and ideas to enhance their ability to learn throughout life, adapt to change readily, and evaluate information critically.

## Summary of Need

Information technology resources must anticipate the needs of the state library's service-delivery staff and the citizenry of the Commonwealth. To do this, the information technology resource structure must be operated, maintained, supported and must be in a continual state of enhancement in terms of computing power at the desktop, information storage and retrieval systems, servers and network capacities. Additionally the need exists to provide the state library's constituency with access to electronic databases, computer instruction, homework centers, summer reading programs, job banks, digitization of special collections, an electronic archive of the record of state government, access to E-books and adaptive technology, and electronic outreach programs for the underserved. The electronic archives initiative for the State Library makes electronic versions of its archival holdings available to library patrons and researchers via the Internet, as a service to county library patrons and to state library patrons.

## Needs Assessment

State Library staff fall into three groups: either 1) providing direct state library patron services; 2) providing services that support public libraries statewide or 3) providing support to employees in groups 1 and 2. It has been established that certain information technology resources not only are tools for state library staff in their daily roles, but also that these employees RELY on these resources in order to perform their jobs, to the extent that they cannot perform their jobs if the resources are unavailable. Therefore, in order to facilitate the service-delivery work of state library staff, it is necessary for an information technology infrastructure to not only exist; but be operated, constantly maintained and enhanced as new technologies evolve which provide new levels of capabilities and features which will benefit the service-delivery staff. The need for these information resources is most noticeably evident when one of these resources, such as a web server, becomes temporarily unavailable, impacting service delivery and availability. A secondary, but equally important need is the delivery or availability of information via electronic means that meets the information needs of the general public and library patrons statewide. These needs change radically as patrons/citizens become more computer literate, take more advantage of electronic resources, and realizing the potential ask for even more services. Cyclically, this elevated user need then drives a library staff need as staff try to accommodate the user needs, thereby creating additional needs for the information technology infrastructure to address. These needs can change significantly, even during the course of one project year.

Additionally, this project is the foundation for several other LSTA projects operated by the state library, in that these other projects rely upon the Information Technology project for the information technology infrastructure foundation needed in order to carry out their own individual LSTA projects.

## Solution

Information Technology professionals in the state library will meet with two service delivery groups at the beginning of the project to identify the needs of their specific areas. These two groups are those who lead LSTA-funded projects which rely on the Information Technology project and its resources, and those who are otherwise involved in state library service delivery. The information technology needs perceived by the Information Technology Branch management, the Information Technology Team (inter-divisional steering committee) and state library management will be reconciled against the needs identified by these service delivery groups. Information Technology Branch staff will then ensure that their programs and initiatives are aligned with these needs. It is anticipated that this process will help us ensure that we maximize our LSTA resources, and that the needs we are addressing are real and not just perceived. Under this project, the proposed solution will include the management, operation, maintenance and support/problem resolution for our existing infrastructure, and guide us specifically in the enhancement of that infrastructure. This involves certain information technology staff salaries, purchasing equipment and software that addresses the specific needs identified, travel to remote office locations of the state library to provide upgrade and support services at those locations, and problem resolution/support services for all state library service providers.

## Outcome

User satisfaction should increase as a result of the key stakeholders being involved in both the needs assessment and solution design. Staff will have the resources available to them that they have identified as necessary to perform their service-delivery tasks, or they will understand our strategy for addressing the needs that they have identified. As a result, the morale of service delivery staff and the level of cooperation between these staff and the information technology infrastructure staff should increase. Conversely, information technology staff will benefit from a more direct involvement, as a stakeholder, in the service delivery role of the state library.

## Evaluation

## Key Output Targets

- At least 18 computers and monitors will be upgraded with new systems to enhance service delivery of staff.
- IT staff will make at least 15 visits annually to remote office locations to provide upgrade and support services.
- At least 225 software license updates will be purchased to provide access to the most current resources available.
- Server and storage improvements will be made to enhance the information storage and retrieval capacities of the state library.
- Enhance backup tape system to improve security and integrity of electronic data storage.

**Key Outcome Targets**

- 80% of library staff will indicate that the information technology provided to them through this project enables them to accomplish their work in a more timely and accurate manner.
- Staff will indicate that they are able to meet the requests of their customers 85% of the time because of the resources provided through this project.
- Service delivery groups will indicate that at least 80% of the needs identified for their areas have been met by the end of the project.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**

At the end of this project, the information technology professionals will again meet with two service delivery groups to evaluate the degree of success meeting identified needs. Documentation will be created and included with the annual report, establishing the needs identified and the degree to which those needs were addressed, based on Outcome Feedback from these two groups. A mid-year review and report will also be conducted. Adjustments that need to be made in processes, services and service components for the next project year will be identified.

Planned meetings and on-going interactions with service delivery providers and stakeholders of other state library LSTA projects that are dependent upon this project.

**Project Title**          **Large Print Collection**

**Project Sub-program** QBBO          **Objective #** 1C          **Project #**   02-1C5

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **Not Applicable**

**KDLA Based**     ☒          **Libraries Served** **Public**

**Subgrant**     ☐     **Subgrant Recipient** _____

**Estimated Number To Be Served** **1,000,000**

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☒   Adults
☐   Children
☐   Institutionalized Persons
☐   Library staff and Volunteers
☐   Non-Limited English Speaking Persons
☒   People with Special Needs
☐   Pre-School Children

☐   Public Library Trustees
☐   Rural Populations
☒   Senior Citizens
☐   Statewide Public
☐   Urban Populations
☐   Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐   CE for the public (includes distance education and lifelong learning)
☐   Cultural Heritage (includes local history and preservation)
☐   Digitization and Digital Library Projects
☐   Economic Development (includes job and career services)
☐   Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒   Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐   Institutional Library Services
☐   Intergenerational Programs

☐   Interlibrary Loan
☐   Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐   Mobile Services
☐   Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐   Software and Equipment
☐   Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐   Technology Infrastructure
☐   Training for the Public
☐   Virtual Library Services

## Project Objective
To increase the opportunity for Kentuckians with visual problems related to impairment and age to read for lifelong learning and pleasure by providing public libraries deposit collections of large print books that will circulate in each library region.

## Summary of Need
The State Library's large print project will provide an alternative format for public library users who enjoy reading without assistive technology. The incidence of vision impairment including those which make it difficult to read small print among middle-aged and older Americans is rising. According to Lighthouse International, the leading resource for people who are visually impaired, large type is best not only for the visually impaired but also for everyone as they age.

## Needs Assessment
In the next decade when all the nation's baby boomers are age 45 or older, 20 million Americans will report a visual impairment. Thus by the year 2010, 20 million "boomers" will experience functional vision problems even when wearing glasses or contacts according to *The Lighthouse National Survey on Vision Loss.* The 2000 Census shows that one Kentuckian in four is between the age of 45 and 64, and more Kentuckians than ever before are living longer than 75 years. There is nearly 26 per cent more Kentuckians older than 85 than were enumerated in the 1990 Census. Thus Kentuckians are following a national trend and living longer.

The report, *Vision Problems in the U.S.*, now in its fourth edition released in 2002 by the National Eye Institute and Prevent Blindness America, defines vision impairment as having 20/40 or worse vision in the better eye even with eyeglasses. People with the least degree of vision impairment may still face everyday challenges such as reading regular size print or obtaining an unrestricted driver's license. The report provides useful estimates of the prevalence of sight-threatening diseases for Kentuckians age 40 and over. The estimated number with vision impairment excluding those who are blind is 33,000 Kentuckians.

Large print books will allow these age groups with or without visual impairment lifelong learning and entertainment, and the public libraries are a natural conduit for providing the service, a fact which emerged from the Citizen's Forums held across the state.

## Solution
The State Library will purchase large print books on standing order plans from various publishers and vendors. Book publishers have responded to the needs of the visually impaired by publishing a third of the hardcover fiction titles published each year in the large print format and in many instances, publishing them simultaneously with the trade edition or soon afterwards. More genres than ever before are available to satisfy the reading needs of visually impaired individuals. The genres range from science fiction to romance, westerns, classics, biography and nonfiction. Thus there is a larger selection of large print books available than ever before to satisfy these special needs readers.

Books will be minimally cataloged and processed and combined into deposit collections of seventy books each. The collections will be sent to public libraries in each of the library regions to be rotated between the public libraries and bookmobiles within the region. State library personnel will manage the collections by packaging and shipping replacement collections when rotations in the region are completed. Old and worn volumes will be weeded before new collections are shipped thus keeping the collections as current as possible with new material. Boxes will be bought specially for the shipment of the books. KDLA shipping staff will be responsible for preparing the packages for shipment.

## Outcome
Kentuckians with visual impairments related to impairment and age will be able to enjoy reading for information and entertainment as a result of the large print collections of books supplied by the State Library. These books will allow these special needs readers to read without the assistance of technology.

## Evaluation

## Key Output Targets
- By September 30th, 17,500 large print books will be circulating.
- By September 30th, 103 Kentucky counties will be participating in the program.

## Key Outcome Targets
- An increase of 1% in the numbers of books circulating will indicate the success of the program.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
Public services staff will keep statistics on the number of collections formed and shipped to begin new regional rotations to replace returned collections. The number of counties participating in each region will be recorded, and the number of collections continuing to rotate will be tabulated and added to the number of collections in new rotations. Technical Services staff will record the number of new books added to the collection.

**Project Title**     **State Library Reference, Research and Resources**

**Project Sub-program** QBBO     **Objective #** 1C     **Project #**   02-1C6

**Needs Assessment** State Library Reference/Research Services

**Secondary Needs Assessment** Audiovisual Program Survey

**KDLA Based**   ⊠     **Libraries Served** Public

**Subgrant**   ☐   **Subgrant Recipient** _____

**Estimated Number To Be Served** 1,500,000

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
| | |
|---|---|
| ⊠ Adults | ☐ Public Library Trustees |
| ⊠ Children | ☐ Rural Populations |
| ☐ Institutionalized Persons | ☐ Senior Citizens |
| ☐ Library staff and Volunteers | ⊠ Statewide Public |
| ☐ Non-Limited English Speaking Persons | ☐ Urban Populations |
| ☐ People with Special Needs | ☐ Young Adults and Teens |
| ☐ Pre-School Children | |

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)

☐ Cultural Heritage (includes local history and preservation)

☐ Digitization and Digital Library Projects

☐ Economic Development (includes job and career services)

☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)

⊠ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)

☐ Institutional Library Services

☐ Intergenerational Programs

⊠ Interlibrary Loan

☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)

☐ Mobile Services

☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)

☐ Software and Equipment

☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)

☐ Technology Infrastructure

☐ Training for the Public

☐ Virtual Library Services

**Project Objective**
To maintain a quality collection of information resources in all formats and equipment for use by the State Library staff for reference/research purposes, public library staff for programming and client needs, and state agency employees for their training and continuing education needs.

**Summary of Need**
State Library staff must have access to materials, training and technology to perform the work required to serve the needs of their two direct customer bases, state agency employees and public libraries. Public libraries have information and programming needs for their customers. Likewise state agency employees have work-related information needs as well as training and continuing education needs to improve their skills.

**Needs Assessment**
The transition has been completed for multimedia materials, and they have been completely integrated into the online public access catalog, Endeavor/Voyager, greatly simplifying their access. One-stop shopping for materials in all formats enhances the ability of the State Library to serve its primary customers. The Media Scheduling component of the system has been successfully utilized to provide for the circulation of these materials. Public services staff have been cross trained to provide service to customers regardless of the material format.

A survey sent to public libraries and their branches confirms their need for multimedia material. High quality literature based children's videos are required for story hours and other children's programming. Materials are also needed for library staff training, computer instruction and to satisfy general requests for educational material. These expensive public performance videos and DVDs are beyond the budget of most public libraries. According to statistics from *Public Libraries in the United States:Fiscal Year 2001*, a federal report released in 2003 by the National Center for Education Statistics, Kentucky ranks 42nd among the 50 states in the number of video materials per 1000 population. In addition there is a demand in public libraries for expensive unabridged audiobooks, both in cassette and CD. According to statistics from the report referenced above, Kentucky also ranks 42nd among the 50 states in the number of audio materials per 1000 population. Thus, the purchase of new audiobooks in fiction and nonfiction will help supplement these public library collections. There is a need for Spanish-language materials enabling the public libraries to serve this ever-growing population. Direct reference/research services from the State Library will help the public libraries serve their user's needs for information and lifelong learning.

A series of focus groups consisting of state government users and non-users was conducted to gain a better understanding of the types of information state government employees' use and how they acquire information. Attendees were asked questions about the information needed or used in their jobs, where the employee finds the information, services the employee would like the library to provide and how the library could best inform them about its services. They told the State Library that they needed information that is on-point, value-added, and easily accessed. They also depend on the collection to have access to training and continuing education materials in all formats to improve their skills. Library staff and customers alike prefer as much information as possible delivered electronically to their desktops. The best and most timely resources are available as costly internet subscriptions and eBooks.

These convenient, accurate resources, available 24/7, are updated frequently, and they are essential to enable State Library staff to deliver information to customers.  Likewise many of them are available remotely so state employees may access them on their desktops at work at any time.

Staff performing interlibrary loan at the State Library serves as the referral agent for Kentucky's Solinet Affiliate Libraries when those libraries are unable to obtain materials in Kentucky and/or the southeast. Interlibrary loan staff perform both lending and borrowing functions in accordance with official standards and protocols. Based on copyright compliance and timely availability of resources, commercial document delivery services are employed to meet state employee and public library customer needs.

All public services staff need to attend professional conferences and workshops. Databases have escalated intellectual content, and staff needs training to effectively use them. The SLS Division has a commitment to training and has a training curriculum comprised of five components that are instituted as a part of the KDLA Training policy. The five areas of competency are programmatic, self-development, technological, managerial and organizational.  Each employee must attend a minimum number of hours of training this year.

## Solution
Materials Selection Committee will meet monthly to select resources in all formats for the State Library's collections including public performance multimedia materials, electronic resources and eBooks. Maintaining these costly, current and broad based resources is essential to provide quality reference/research services.

Reference librarians will access resources at the State Library to respond to information requests from state agency employees. State employees will be empowered by having remote access to selected electronic databases so they may perform research. By combining the delivery of databases with the technology available to state employees, services can be extended beyond the time the State Library is open. The reference/research staff in Frankfort will respond to research and information requests received from public libraries via email, 800 number, and fax when questions cannot be answered locally.

The State Library will fully participate in interlibrary loan activities among libraries, regardless of location and type, both responding to requests to lend materials and to borrow materials for clients. The interlibrary loan staff will continue to consult with public libraries on questions their staff has about interlibrary loan policy and procedures. In addition ILL staff will serve as the designated referral agent for Solinet Affiliate Libraries. Document delivery services will continue to be contracted with for access to information not found elsewhere.

The SLS Marketing Committee will guide efforts to make the services and materials at the State Library visible to all customer bases. A variety of publications will be used such as *Communiqué* for state agency employees, and *Public Library Newsletter* and *SelectioNotes* for public libraries. Partnerships with state agencies will continue, and staff will target specific information needs of state employees by analyzing and synthesizing literature, creating bibliographies and selecting library materials in all formats to support curriculum and programs.  The resource lists found on the State Library's web site provide supplementary information resources for the agencies' clients and will continually be updated with new materials.

This project includes funding for online databases and eBooks, materials in all formats including public performance multimedia materials, one administrative assistant in Circulation, bibliographic utilities, telecommunications, office supplies, and postage.

Funding is also included for proxy software which will provide state agency employee access to our web-based licensed databases and eBooks. This program will authenticate that a remote user is authorized by KDLA and provide a mechanism for them to gain access to licensed resources. Equipment funding is included for light pens for the use of circulation staff, a CD/cassette player to use for finding problems in heavily used CDs and cassettes, a scanner for the reference staff to easily deliver information to their customers, an optical disc repair system providing inspection, repair and maintenance for DVDs and CDs, and a receipt printer for circulation.

Travel funds have been consolidated within the Administrative Services Division for continuing education for staff, so funds for that purpose do not appear in this project.

**Outcome**

All state library customers will receive quality reference service to satisfy their information needs thus increasing their knowledge and enabling them to make informed decisions. Kentucky's public libraries will have access to a variety of high quality materials in all formats to serve their programming and customer needs. Remote access to databases and eBooks available at the State Library will enable state employees to perform research that will increase their knowledge, quality of work and job performance. Public libraries will receive timely, accurate responses to their questions thus enabling them to serve their customer's informational needs. Materials will be available for use in training, providing continuing education and improving the skills of state agency employees. State Library staff will increase their knowledge and expand their skills through attendance and training at professional conferences and workshops which will benefit their direct customers which in turn will benefit the citizens of Kentucky.

**Evaluation**

**Key Output Targets**
- At least 18,000 materials in all formats will be circulated by September 30th.
- One new partnership will be formed with a state agency by the fall of 2005.
- At least 8500 requests will be received from State Library customers by September 30th.
- Five articles will appear in the *Public Library Newsletter* by the fall of 2005.
- Three articles will appear in *Communiqué,* the state agency newsletter this reporting year.

**Key Outcome Targets**
- An increase of 2 per cent in the circulation of materials in all formats will indicate they are meeting customer needs.
- The number of cardholders will increase by 5 per cent as a result of State Library marketing efforts.
- 95 per cent of the questions received by the reference staff will be answered.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
The Endeavor/Voyager system delivers targeted reports on collection building and usage for all formats in the library's collections. Vendors of electronic databases accessed remotely produce and send reports. Document delivery services provide monthly usage reports, and the reference staff log information requests. Interlibrary loan staff, both lending and borrowing, keep records of all types of interlibrary loan activity for client groups.

**Project Title**          **Telecommunication Services Support**

**Project Sub-program** QCEO          **Objective #** 1C          **Project #**   01-1C7

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment Public Library Services Forums**

**KDLA Based**      ☒          **Libraries Served** Public

**Subgrant**      ☐      **Subgrant Recipient** _____

**Estimated Number To Be Served** 2,300,000

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☒  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☒  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective

To fund Telecommunications at the State Library for equipment, software, hardware, infrastructure and operating support so that the SLAA will be able to deliver services over the phone and through data lines in a seamless fashion providing libraries, the LSTA Projects and information seekers the communication services necessary for the delivery of technical assistance and information products as efficiently as possible.

## Summary of Need

The need is for efficient and productive telecommunication services to facilitate the delivery of all types of service and assistance offered by the SLAA.  To that end, funding is necessary for ongoing service, maintenance fees and various support activities and utilities.  The present system which is aging and showing signs of impending failure, necessitating costly component replacements and/or maintenance expenses, will be replaced within the next three months.

## Needs Assessment

Few library systems in Kentucky have adequate resources to serve all the information needs of their patrons.  Therefore, the State Library serves as a resource and reference center for all libraries in the state and for citizens needing access to research and reference library and archival information.  It has been determined by past surveys that one of the most critical needs for libraries, librarians, and patrons is the ability to readily and effortlessly access the SLAA through telephony or telecommunications. Practically, in order to serve the LSTA Program projects, this system is the life line.

## Solution

The solution is to provide seamless telecommunication access which will allow needed communication and access to support the LSTA Program projects as well as citizen access.  To do this we will:

1. Provide funding for vendor telephony service, telecommunication centralized services and state telephony services necessary for the foundation/telecommunication infrastructure.
2. Maintain operating system at the current version to provide the full degree of voice and voice mail capabilities that the software allows.
3. Provide enhanced hardware that supports targeted customers such as those with disabilities.
4. Maintain necessary hardware and software for staff to support the State Library phone and data line system.
5. Provide for the safety and security of phone communications through operational policies & procedures and backup systems.
6. Provide funding for relevant staff for necessary training and technical resources which facilitates their ability to deliver the necessary problem resolution support services.
7. Oversee and maintain all departmental voice and data telecommunications.  Provide the necessary hardware, software and staff to support voice mail and telephone access to the agency.
8. Provide funding for the salary of one staff member necessary to oversee, direct and route all phone communications to proper agency staff and resources.

**Outcome**

The outcomes of this project will be smooth and efficient operation of the communication system, effective and efficient voice & data communication to and from the agency as well as within the agency. Libraries and those involved in LSTA Program projects will receive greatly enhanced access to the information and resources at the State Library allowing them immediate access to answers for reference questions and access to materials and information to assist them in research. The result will be happy customers.

**Evaluation**

**Key Output Targets**
- 100% of attempted phone access to resources at the SLAA will be fulfilled.
- At least 50% of phone calls will reach staff directly avoiding transfer through the phone switch.
- The number of incoming calls per week will average 1250.

**Key Outcome Targets**
- At least 80% of customers asked will indicate that their phone calls were answered in a timely manner, they were provided the information they needed and their data transmission was seamless and without delay.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**

Staff at the SLAA will be queried during one week in the 4th quarter of the FFY about what their success rate was in responding to caller's inquiries. During a selected week in the fall, random customers will be asked if their phone calls were answered in a timely manner and provided the information they needed. Additional randomly selected users will be queried on the efficiency of their data transmission and transactions. Results will be reported in the annual status report.

**Project Title**     **Kentucky Talking Book**

**Project Sub-program** QAJO     **Objective #** 1D     **Project #**  04-1D1

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** Public Library Services Forums

**KDLA Based**   ☒     **Libraries Served** Public

**Subgrant**   ☐   **Subgrant Recipient** _____

**Estimated Number To Be Served** 3,300

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Services-People Having Difficulty Using a Library

**Primary Users**
☐  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☒  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☒  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective
Our objective is to deliver public library services to those who cannot read printed matter because of a physical disability. In those areas of Kentucky that are served by subregional talking book libraries, our objective will be to support the subregional library in its delivery of services.

## Summary of Need
Individuals who are blind, physically disabled or reading disabled cannot use printed matter as able-bodied, sighted individuals can. In order to access the information found in printed matter, it must be converted to either Braille or a recorded format.

## Needs Assessment
We have registered 3,300 blind and physically disabled individuals for our library service. While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons. We are the only ones that offer machines to use with the materials. We are also the only one to have planned collection development to include all areas of interest, in fiction as well as non-fiction, and for magazines as well. Unlike other services, our service is free of charge to our patrons and the barriers presented by technology are minimal.

In addition to the 3,300 patrons served by this library, there are 1,900 patrons served by the subregional libraries in Louisville and Covington. Space, staff and collections are necessarily limited in these two smaller operations. They depend upon us for support on inter-library loans, computer hardware and software operations as well as machine inventory and repair.

## Solution
The Kentucky Talking Book Library will seek out new blind, physically disabled and reading disabled patrons for its services. Special cassette players will be issued to those patrons who use recorded materials. These players will be maintained and repaired for the patron by staff and volunteers. Books and magazines in both Braille and cassette will be circulated to our registered users. Four magazines and approximately thirty books will be recorded on cassette tape by staff and volunteer narrators. These materials will be primarily concerned with Kentucky or regional authors and subjects. A descriptive video library will be maintained and circulated to interested patrons as well.

A new high speed cassette duplicator will be purchased for the regional library. The two Telex 6120 duplicators the library has been using since 1982 have been obsolete for the past six years and replacement parts are no longer available for them. At present, only Infonics manufactures a duplicator that can use either reel-to-reel or cassette masters for duplicating. As the Library of Congress anticipates using cassettes through at least 2018, the regional library needs to upgrade its equipment to assure itself of the capability of producing replacement cassettes and new books.

**Outcome**

As a result of our project, more people will be aware of the existence of the Kentucky Talking Book Library and its mission to serve blind and disabled readers with books and magazines in special formats. Our patrons will be well served with books, magazines and machines when required.  They will be reading in amounts exceeding that of the general population.  With the purchase of a new high speed duplicator, the regional library will continue to have the capability of producing new books and repairing old books.

**Evaluation**

**Key Output Targets**
- We will put on twelve public relations events by September 30, 2005.
- We will circulate 135,000 items to 3,300 patrons.
- We will repair and distribute 1,000 cassette players.
- We will circulate 1,000 descriptive videos.
- We will record four magazines and 35 books for our Kentucky collection.
- We will process 750 inter-library loans.
- We will make at least five site visits to the subregional libraries for consultation.
- We will duplicate 6,000 cassette tapes.

**Key Outcome Targets**
- We will sign up 425 new patrons by September 30, 2005.
- The per-capita reading of our patrons will be 20% above that of the general population.
- Our subregional libraries will show 2% growth in their service statistics.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**

The staff of the Kentucky Regional Talking Book Library will be working directly with the patrons served by this project.  Examples of how the library's work has had a positive effect upon the lives of its patrons will be collected and documented.

**Project Title**     **Louisville Subregional Talking Book Library**

**Project Sub-program** QJAJ          **Objective #** 1D          **Project #**   **04-1D1-A**

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **Public Library Services Forums**

**KDLA Based**     ☐          **Libraries Served** **Public**

**Subgrant**     ☒     **Subgrant Recipient** **Louisville Free Public Library**

**Estimated Number To Be Served** **1,400**

**Congressional District To Be Served**  **Third**

**LSTA Purpose**
Services-People Having Difficulty Using a Library

**Primary Users**
☒  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category** **(Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☒  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective
The objective is to deliver public library services to those in Jefferson County who cannot read printed matter because of a physical disability.

## Summary of Need
Individuals who are blind, physically disabled or reading disabled cannot use printed matter as able-bodied, sighted individuals can.  In order to access the information found in printed matter, it must be converted to either Braille or a recorded format.

## Needs Assessment
There are 1,400 blind and physically disabled individuals in Jefferson County registered for this library service.  While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons.  We are the only ones that offer machines to use with the materials.  We are also the only one to have planned collection development to include all areas of interest, in fiction as well as non-fiction, and for magazines as well. Unlike other services, our service is free of charge to our patrons and the barriers presented by technology are minimal.

## Solution
The Louisville Subregional Talking Book Library will seek out new blind, physically disabled and reading disabled patrons for its services.  Special cassette players will be issued to those patrons who use recorded materials.  These players will be maintained and repaired for the patron by staff and volunteers. Books and magazines on cassette will be circulated to our registered users.  The library will produce and distribute a weekly magazine composed of selections from local media to its patrons.  A descriptive video library will be maintained and circulated to interested patrons as well.

## Outcome
As a result of our project, more people will be aware of the existence of the Louisville subregional Talking Book Library and its mission to serve blind and disabled readers with books and magazines in special formats.  Its patrons will be well served with books, magazines and machines when required. They will be reading in amounts exceeding that of the general population.

## Evaluation

## Key Output Targets
- They will circulate 50,000 items to 1,400 patrons.
- They will repair and distribute 400 cassette players.
- They will circulate 300 descriptive videos.
- They will record 40 issues of their magazine.

## Key Outcome Targets
- They will sign up 200 new patrons by September 30, 2005
- The per-capita reading of their patrons will be 20% greater than that of the general population.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
The staff of the Louisville Subregional Talking Book Library will be working directly with the patrons served by this project.  Examples of how the library's work has had a positive effect upon the lives of its patrons will be collected and documented.

**Project Title**     **Northern Kentucky Subregional Talking Book Library**

**Project Sub-program** QJAJ     **Objective #** 1D     **Project #**   04-1D1-B

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** Public Library Services Forums

**KDLA Based**   ☐     **Libraries Served** Public

**Subgrant**   ☒   **Subgrant Recipient** Kenton County Public Library

**Estimated Number To Be Served** 600

**Congressional District To Be Served**  Fourth

**LSTA Purpose**
Services-People Having Difficulty Using a Library

**Primary Users**
☐  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☒  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☒  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective
The objective is to deliver public library services to those in the Northern Kentucky Region who cannot read printed matter because of a physical disability.  The Northern Kentucky Region consists of Boone, Campbell, Carroll, Gallatin, Grant, Kenton Owen and Pendleton counties.

## Summary of Need
Individuals who are blind, physically disabled or reading disabled cannot use printed matter as able-bodied, sighted individuals can.  In order to access the information found in printed matter, it must be converted to either Braille or a recorded format.  Currently this library produces a printed newsletter for distribution throughout the region to increase awareness of available services.  The newsletter is in large print but many of the people who receive it cannot read the contents.  Many customers still need an audio version of the newsletter to be able to have access to the information.

## Needs Assessment
There are 600 blind and physically disabled individuals in the Northern Kentucky Region registered for this library service.  While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons.  We are the only ones that offer machines to use with the materials.  We are also the only one to have planned collection development to include all areas of interest, in fiction as well as non-fiction, and for magazines as well. Unlike other services, our service is free of charge to our patrons and the barriers presented by technology are minimal.

## Solution
The Northern Kentucky Subregional Talking Book Library will seek out new blind, physically disabled and reading disabled patrons for its services.  Special cassette players will be issued to those patrons who use recorded materials.  These players will be maintained and repaired for the patron by staff and volunteers.  Books and magazines in cassette will be circulated to our registered users. The library also proposed to produce an audio newsletter.  Through a partnership with the Cincinnati Association for the Blind, the current large print newsletter will be converted into audio format.  The Association for the Blind has agreed to perform this service free of charge.  Grant funds will be used to purchase a tape reproducing machine for the Northern Kentucky Regional Library to reproduce the audio newsletter tapes for distribution.  The audio newsletter will then be distributed throughout the region to library patrons.

## Outcome
As a result of our project, more people will be aware of the existence of the Northern Kentucky Subregional Talking Book Library and its mission to serve blind and disabled readers with books and magazines in special formats.  Its patrons will be well served with books, magazines and machines when required.  Patrons will become aware of other services in their community that could be beneficial and the overall communication between the library and patrons will be improved.  Patrons will be reading in amounts exceeding that of the general population.

**Evaluation**

**Key Output Targets**
- They will circulate 20,000 items to 600 patrons.
- They will repair and distribute 200 cassette players.
- At least 10% of subscribers will request the audio newsletter.

**Key Outcome Targets**
- They will sign up 100 new patrons by September 30, 2005
- The per-capita reading of their patrons will be 20% greater than that of the general population.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
The staff of the Northern Kentucky Subregional Talking Book Library will be working directly with the patrons served by this project. Examples of how the library's work has had a positive effect upon the lives of its patrons will be collected and documented.

**Project Title**      **Communications and Statewide Public Awareness**

**Project Sub-program** QCCO     **Objective #** 2A      **Project #**   01-2A1

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** Public Library Services Forums

**KDLA Based**    ☒     **Libraries Served** Public

**Subgrant**    ☐    **Subgrant Recipient** _____

**Estimated Number To Be Served** 1,873,130

**Congressional District To Be Served**   **Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**

| | |
|---|---|
| ☐ Adults | ☐ Public Library Trustees |
| ☐ Children | ☐ Rural Populations |
| ☐ Institutionalized Persons | ☐ Senior Citizens |
| ☒ Library staff and Volunteers | ☒ Statewide Public |
| ☐ Non-Limited English Speaking Persons | ☐ Urban Populations |
| ☐ People with Special Needs | ☐ Young Adults and Teens |
| ☐ Pre-School Children | |

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☐ Intergenerational Programs

☐ Interlibrary Loan
☒ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐ Software and Equipment
☒ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐ Technology Infrastructure
☐ Training for the Public
☐ Virtual Library Services

## Project Objective
This project intends to support and to encourage the advocacy of services provided by public libraries to the citizens of Kentucky, especially the underserved. It highlights access to information and aims to foster the increased use of resources and services.

## Summary of Need
Increasing all Kentuckians' awareness of our state's public libraries is our main need. This awareness is critical, because it forms the public base of libraries' role in continuing education, in access to technology, in education reform, in the heightened promotion of library services and programs to all Kentucky's citizens, and in reaching the underserved. Moreover, KDLA needs to continue its promotion of its own particular services and offerings to public libraries and related agencies. A vital communications program needs to advertise new services, new technology initiatives, and further opportunities for continuing education. An important part of this program is maintaining alliances with other organizations who can further our mission. We need to maintain momentum in all these areas.

## Needs Assessment
Three years ago, we held a series of community forums, spaced geographically throughout the Commonwealth (Paducah, Bowling Green, Pikeville, Georgetown, Somerset). These forums were not for library professionals, but for community leaders from a broad spectrum of local life. About 150 individuals took part. To assess our needs for this project, we asked five core questions at each venue: the value of the library to its community, the core competencies of the library, what the library should change about itself, the greatest threats to the library, and how the future of the library is perceived in meeting basic community needs. The document containing all the citizens' answers, and a resulting vision statement based on these answers, amounts to an extremely useful assessment of needs. As these forums amounted to a useful gauge of statewide public opinion, we have found in the succeeding three years – in other organized community conversations we've conducted – that the needs assessment is still accurate in every way.

The conclusions to be drawn from this statewide input point to the fact that our library personnel, and trustees, need continued public awareness assistance and training in order to keep raising awareness of the library, and marketing its services. The goal is for the library to truly assume a leadership role in the community. The needs still discussed all over the state point to free and open programs with equal opportunities for all; to lifelong learning opportunities; to the library as a cultural and community center, welcoming all people equally; to providing access to technology – along with the help to understand it; and finally, to the library as a reflection of local pride and respect for cultural, intellectual and racial diversity.

## Solution
Our solution to meet these documented needs points to a continuation of our annual "communications and statewide public awareness" LSTA project as it has evolved over the past several years. Among other initiatives, with the present project director leading the effort, this includes continuing to issue the KDLA

Annual Report as the "KDLA story" with widely targeted distribution for maximum public awareness (marketed for the first time as an online publication, with printed copies available to those who do not have online access); to continue to distribute news releases on important programs and services, including placement of articles when possible; to chair the KDLA Communications Team; to help the communication of all of KDLA's services by advising on printed material sent from the agency to libraries statewide, while working with other LSTA program staff; to work with our regional consultants on statewide issues; and to continue to cultivate innovative partnerships with organizations who can help further KDLA's mission.

We propose, also, to continue with the public awareness initiatives that began with our 2001 forums; and particularly, to make this year a time of reflection and evaluation regarding the steps we've taken since those forums. We have learned from these community conversations, and from personal experience, that this project is an ongoing, ever-developing and widening effort that will take more time. Past successes obviously lead to new ideas and new plans. One great idea that came from our needs assessment is one that we propose to repeat during this year: the multi-session Public Awareness Leadership Training Institute.

**Outcome**
The ultimate outcome of this project, in cumulative partnership with all the people and initiatives it touches, will be that all Kentuckians, especially the underserved, will realize that public libraries provide free and open programs; that these programs help library patrons build a brighter future; that public libraries are an anchor in their communities and serve all community groups; that public libraries provide access to technology and information with professional staff to help patrons; and that citizens of Kentucky hold their public libraries in high esteem, as a point of pride. Participants in the Public Awareness Leadership Training Institute will take away increased knowledge, skills, behaviors and attitudes that reflect the highest aspirations of this project, and will spread the word about the importance of library awareness even further – in their own communities, and in surrounding counties.

**Evaluation**

**Key Output Targets**
- The KDLA Annual Report will be created, and in its online presence on the KDLA website, will be specifically marketed to 1,500 individuals representing more than 35 targeted client/partner groups. By its web publication, it will reach significantly more people, as the KDLA site receives more than 2 million visits annually.
- Four Public Awareness Leadership Training Institute sessions will be monitored and evaluated.
- At least 20 library staff members and/or trustees, probably more, will participate in continuing education programs that focus on public awareness.

**Key Outcome Targets**
- Anecdotal information collected from library directors and other staff, plus trustees, will indicate that Kentucky residents have increased their knowledge base, and their knowledge of library services, in at least 15 counties.
- Library directors' reports will report at least a 5% increase in the number of people using the library.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
A public awareness project is always challenging when it comes to documenting successful fulfillment of users' needs, because of the lack of precise indicators.  In our case, reports from the field are vital, especially from local professionals and regional consultants.  Locally, in county library systems, the outputs we examine include numbers of registered borrowers, comparative circulation levels, numbers of groups using meeting rooms and the number of meetings, library attendance, and automation statistics (for instance, numbers of patrons using electronic resources).  On the state level, we see the number of targeted individuals to whom the KDLA Annual Report has been specifically marketed, how many client/partner groups that represents, and the number of actual web hits on the Annual Report.  We see the number of participants in continuing education programs that relate to public awareness.  The Public Awareness Leadership Training Institute sessions will be monitored in a variety of different ways

The success of this project, in observing public awareness results, depends almost wholly upon the accounts of library directors and trustees, other library staff, and library customer's anecdotes.  These will be reports about how people have benefited from public awareness of the library, resulting in new knowledge, attitudes and behaviors.  These stories and accounts, which we collect constantly – especially during field trips – document the ways the library has made a significant contribution to helping people change in some way.  These "what my library means to me" testimonials are in-depth answers that document the library's influence on Kentuckians' lives.

**Project Title**          **Web Development Project**

**Project Sub-program** QCCO          **Objective #** 2A          **Project #**   01-2A2

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **Public Library Services Forums**

**KDLA Based**     ☒          **Libraries Served** **Public**

**Subgrant**     ☐     **Subgrant Recipient** _____

**Estimated Number To Be Served** **4,041,769**

**Congressional District To Be Served**  **Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☐  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☒  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category** **(Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☒  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☒  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

**Project Objective**
This project should support KDLA's continuing need for a web development coordinator within the agency. This individual will be chiefly concerned with KDLA's web development mission: to support and promote equitable access to quality, online information resources, and to further improve the visibility and marketing of libraries and public records to not only citizens of the Commonwealth, but also to those around the world interested in Kentucky research.

**Summary of Need**
For years, all divisions at KDLA have pointed to the importance of our web presence as central to providing better access to quality information resources. Because of the increasing importance of our web site in fulfilling our mission of "serving Kentucky's need to know," we must have a position to function as the coordinator of all this activity. Our State Librarian has summed up the need in this way: "Clearly, utilizing the Web presence as a central strategy for doing business has become part of our virtual culture…. The Web presence should be coordinated at the highest level in the organization, [and] to be driven by content and business needs."

**Needs Assessment**
It has been determined by consultation and consensus among the various KDLA divisions that the administration of the agency's web activities be placed within the Commissioner's Office. The vital need for this coordination has been articulated by the former web development team, and is currently voiced by the agency's Communications Team. This needs assessment is also supported by The Gartner Group, which is the Commonwealth's principal technology consulting group.

**Solution**
KDLA will continue to support the position of web development consultant to lead and coordinate the design, development, and maintenance of the agency's website. This position will serve as web liaison for KDLA's divisions and committees, as well as creating web-based information resources and other writing and design initiatives for the KDLA website. The position will liaise with the KDLA Communications Team to prioritize materials for inclusion on the site. The web development consultant will also advise Kentucky's public libraries on the creation and design of their own websites.

**Outcome**
The outcome of this project is pervasive: the establishment of a web development consultancy will affect the whole agency's ability to provide better access to quality information resources for Kentucky's public libraries, and for the public at large. For both these groups, it will affect improved skills, attitudes, and knowledge. It is the clear and constant source, for the public, of the Kentucky Department for Libraries and Archives' services. The better presentation of our web presence is the most positive thing to happen to KDLA's web presence since the creation of the agency's site in 1996.

**Evaluation**

**Key Output Targets**
- Web usage will be measured, and will show an increase by at least 3%
- Web page hits will be quantified, and comparatively examined for each of KDLA's services, and these totals will be documented in monthly reports to the agency's management
- Number of reference requests on the web (via "Ask A Librarian") will be monitored, and will show an increase by at least 2%
- The Kentucky Job Hotline, on the KDLA website, will show an increased use through web hits, by at least 2%

**Key Outcome Targets**
It is obvious from the previous descriptions of this project that it is one which does not lend itself to precise measurement.  Instead, the following are some of the key things we expect to come out of the project:
- To increase the public's awareness of current and upcoming programs, collections, and services of the agency;
- To provide access to information sources provided by other established resource groups and organizations whose involvement furthers the mission of KDLA;
- To offer timely and efficient customer service to users who may otherwise not have access to the library/archives collections and services;
- To create viable and credible research resources on Kentucky, on library science, or on archival topics;
- To promote or provide support for public libraries, archival institutions, and state government agencies, throughout Kentucky.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
With the precision of web management tools, most all of the data sources for gathering information and knowing that the above targets have been achieved, are quantifiable and subject to precise documentation monthly – and cumulatively at the end of the year.

**Project Title**        **Awareness Leadership Institutes**

**Project Sub-program** QCCO        **Objective #** 2A        **Project #**   01-2A3

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **Public Library Services Forums**

**KDLA Based**    ☒        **Libraries Served** **Public**

**Subgrant**    ☐    **Subgrant Recipient** _____

**Estimated Number To Be Served** **25**

**Congressional District To Be Served**  **Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐  Adults                                          ☒  Public Library Trustees
☐  Children                                       ☐  Rural Populations
☐  Institutionalized Persons              ☐  Senior Citizens
☒  Library staff and Volunteers          ☐  Statewide Public
☐  Non-Limited English Speaking Persons    ☐  Urban Populations
☐  People with Special Needs             ☐  Young Adults and Teens
☐  Pre-School Children

**IMLS Performance Category** **(Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Developme nt (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e -books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☒  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☒  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective
To provide public awareness training to a limited number of selected library staff (via application process) from all over Kentucky, through a series of intensive forums led by experts in the field.

## Summary of Need
The need for expert training in the areas of public awareness and marketing for Kentucky libraries is great.  Very few of our library personnel have had formal training in public relations practices and techniques.  Based upon the very successful first series of these training sessions that we conducted in 2003, and upon the opinions of the classmates in the last Institute, a repeat of the whole Institute is vital. It is important to continue to offer such training for key library staff throughout the state, to meet the wider need of fostering all Kentuckians' awareness of what our state's public libraries have to offer.

## Needs Assessment
It was the opinion of every member of the Public Awareness Leadership Institute "Class of 2003" that this important training program be offered again.  Going back further, one of the recurring ideas that emerged from our statewide community forums, as far as a needs assessment, was the need for expert training of our library personnel in the area of public awareness and marketing.  The conclusions from our statewide input have been that our library staffs (and sometimes trustees) need new and continued public awareness training – including continued assistance from KDLA – to keep up the momentum of raising awareness about the library, and marketing its services to the point where the library becomes a community leader along with other leading local organizations.

## Solution
To continue to meet part of this need, our previously-successful solution should be repeated:  to offer a model training program to continue to jump-start public awareness activity statewide.  The overall goal of such a public awareness institute is the presentation of practical public relations methods for use in Kentucky's libraries.  We will look at applications from all over the state (library staff and trustees), with applicants' answers to questions, and recommendations from their peers, as in job applications.  We consider a perfect class size to be about 25 people.  Ideally, we would have two candidates from each region to select.  For the chosen participants, we will organize four training sessions within a one-year period, each session in a different geographic area of the state, each session offering a different series of applicable public relations topics and tactics.  With evening sessions, each meeting would take place in a concentrated 24-hour training presentation.

## Outcome
The accent of these four institute sessions will be on practicable learning – workable ideas and useable projects and procedures that participants can take away with them.  At the end of the project, the participants will "graduate" from the institute, taking back home (after each of the four sessions, and cumulatively at the close) all the various things they have learned.  The further aim is for them to spread the learning within their regions, and that the ripple effect would begin to spread from among this peer group throughout the state.  We are seeing this happening now as a result of the first institute: a number of individuals who were largely silent have begun to take leadership roles locally, and statewide.  We hope for the exponential increase of p.r.-savvy professionals.

**Evaluation**

**Key Output Targets**
- Four public awareness leadership training institutes will be presented

**Key Outcome Targets**
- Participants will report that they have developed at least one major public awareness program for their local libraries.
- Participants will have at least three program ideas or projects to use locally, and will be able to report the results from their communities.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
There will be a number of output targets, quarterly after each session, and cumulatively at the end of the whole institute.  At the end of each of the four sessions, participants will have a certain number of program ideas of projects to take home to try out locally; thus in the beginning of each following session, they will be able to report the output results from their local communities.  At the end of the whole institute, there will be an aggregate of p.r. offerings for them to develop locally, and they will be able to report to us the output results of those as well.  They will have a major final project to report on, too.  The faculty for the four sessions, composed of experts in the field, will also be able to give evaluations.  The fact that there will be approximately 25 participants, discoursing on the topics they are covering, will also naturally yield an additional number of quantifiable outputs.

Evaluating the outcomes of this particular project will be fascinating.  We will have the network of "graduates" who will be measured as they complete the program; and as the ripple effect widens, we will also have this network of graduates keeping in touch with us, reporting on their successes within their local communities.  We have seen this network working already, in the previous class of graduates.  These reports will lead to a series of helpful narratives about changes in skills, knowledge, attitudes and behavior.  These will report upon lives that have been changed, for the better.

**Project Title**      **School and Public Library Partnership Subgrant**

**Project Sub-program** QJAL        **Objective #** 2B            **Project #**   04-2B1

**Needs Assessment** **Children and Youth Services Survey**

**Secondary Needs Assessment** **Summer Reading Evaluation**

**KDLA Based**      ☐            **Libraries Served** Public

**Subgrant**      ☒      **Subgrant Recipient** **To be determined**

**Estimated Number To Be Served** **To be determined**

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐  Adults
☒  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☒  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☒  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☒  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☒  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

**Project Objective**
To increase the engagement in reading and the public library use of school age children by means of partnerships between their schools and their public libraries.

**Summary of Need**
Students need both their schools and their public libraries to develop strategies to encourage their engagement in reading and their use of libraries.  A planned coordination of the efforts of both organizations can have a synergistic impact on students' access to experiences that promote reading.  All students need these kinds of experiences.

**Needs Assessment**
The 2000 United States Census counted 994,000 Kentuckians under the age of eighteen.  The Kentucky Summer Reading Program of 2003 registered 100,585 of this group.  Though this was the largest number ever registered for a summer reading program and though it included a record number of teens, less than 10% of the eligible population participated.  Preliminary data for the 2003 edition of Statistical Report of Kentucky Public Libraries also showed less than 10% of the eligible population attending library programs.

In a 2002 survey, when asked to rank the three greatest needs for public library service to children and teens, the following percentages of librarians responding said:
- 23%--increased outreach and multi-generational programming
- 41%--increased programming to promote reading among all age groups from 0—18 years of age
- 62.5%--improved strategies for retaining children as readers as they become young adults

In the same survey, librarians also gave high priority to improved materials collections, better publicity and marketing of services, and better accommodation of culturally diverse populations.

**Solution**
The State Library will offer competitive subgrants to public libraries that, working with school partners, develop projects designed to encourage and maintain students' engagement in reading and to promote students' use of public libraries.

**Outcome**
Students will increase their engagement in the act of reading and increase their use of public libraries.

**Evaluation**

**Key Output Targets**
- A minimum of two subgrants will be awarded to public libraries for development of partnership projects with schools.
- Output targets specific to each project will be determined.

**Key Outcome Targets**
- Libraries receiving subgrants will report increased beneficial cooperation with schools.
- Outcome targets specific to each project will be determined.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
Recipient libraries will provide data to verify outcomes.  Quarterly and final reports will be submitted.

**Project Title** **Children and Young Adult**

**Project Sub-program QALO** **Objective #** **3A** **Project #** **04-3A1**

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment Public Library Services Forums**

**KDLA Based** ☐ **Libraries Served Public**

**Subgrant** ☐ **Subgrant Recipient** _____

**Estimated Number To Be Served 994,000**

**Congressional District To Be Served Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐ Adults
☒ Children
☐ Institutionalized Persons
☒ Library staff and Volunteers
☐ Non-Limited English Speaking Persons
☐ People with Special Needs
☒ Pre-School Children

☐ Public Library Trustees
☐ Rural Populations
☐ Senior Citizens
☒ Statewide Public
☐ Urban Populations
☒ Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☒ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☒ Intergenerational Programs

☐ Interlibrary Loan
☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐ Software and Equipment
☒ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐ Technology Infrastructure
☐ Training for the Public
☐ Virtual Library Services

## Project Objective
To support and enhance Kentucky's public library services for citizens from birth through age eighteen.

## Summary of Need
From birth through age eighteen, children need high quality public library collections and services administered by well trained librarians.  Kentucky's public libraries need support in their efforts to provide these.

## Needs Assessment
The 2000 United States Census counted 994,000 Kentuckians under the age of eighteen.  The Kentucky Summer Reading Program of 2003 registered 100,585 of this group.  Though this was the largest number ever registered for a summer reading program and though it included a record number of teens, less than 10% of the eligible population participated.  Preliminary data for the 2003 edition of Statistical Report of Kentucky Public Libraries also show less than 10% of the eligible population attending library programs.

In a 2002 survey, when asked to rank the three greatest needs for public library service to children and teens, the following percentages of librarians responding said:
- 23%--increased outreach and multi-generational programming
- 41%--increased programming to promote reading among all age groups from 0—18 years of age
- 62.5%--improved strategies for retaining children as readers as they become young adults

In the same survey, librarians also gave high priority to improved materials collections, better publicity and marketing of services, and better accommodation of culturally diverse populations.

## Solution
The State Library will employ two Consultants specializing in services for children from 0—18 years of age.  The Consultants will:
1. Provide training and consultation for individual librarians, for the regional children's services cooperatives, and for statewide professional organizations
2. Coordinate statewide planning and program development, including representing Kentucky as part of the national Collaborative Summer Library Program
3. Award scholarships to librarians to attend the 2005 McConnell Literature Conference at the University of Kentucky
4. Provide electronic resources to support the work of children's and young adult librarians by making contributions to the State Library web site and by moderating KYAC, an online discussion group dedicated to children's services topics
5. Produce bibliographies and exhibits of recent children's books and make them available to the regional children's services cooperatives and to other groups of librarians and child care providers.
6. Maintain an exhibit of high quality books recommended for children 0—3 years of age and use the exhibit to support training of library staff, caregivers, and others working with this age group

7. Establish and maintain relationships with groups and organizations concerned with children 0—18 years of age, especially within the Kentucky early childhood community
8. Seek partnerships that promote reading and public library service for children 0—18 years of age
9. Monitor federal competitive and noncompetitive subgrants planned to improve public library services for children 0—18 years of age

## Outcome
For children 0—18 years of age, Kentucky's public libraries will provide high quality collections and appropriate services administered by well trained librarians.

## Evaluation

## Key Output Targets
- Consultants will provide at least one training session for each of the twelve library regional children's services cooperatives.
- 95% of public libraries will sponsor summer reading programs, and 75% of those will register greater numbers of participants than in the previous year's program.
- One librarian from each of the twelve library regions will receive a scholarship to attend the 2005 McConnell Literature Conference.
- Web pages useful to children and youth services librarians will be posted and updated at least once a month.
- There will be an average of 175 subscribers to KYAC at all times.
- At least two bibliographies of recent children's books will be produced during the year, and at least six exhibits of books on the bibliographies will be scheduled for examination by regional children's services cooperatives.
- Relationships with eight organizations concerned with children and young adults will be maintained.
- At least one partnership promoting reading among children and young adults will be established.
- At least one visit will be made to each library receiving a subgrant.

## Key Outcome Targets
- 50% of librarians will report offering a greater number of programs for children 0—18 years of age.
- 50% of librarians will report positive participant responses to their new programs.
- 50% of librarians will report relatively stable or improved attendance at their programs.
- 50% of librarians will report an increase in reading among children and young adults.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
A sampling of librarians from each region will be asked to make a correlation between the kinds and amount of training and program support they received from the State Library and their collections and services for children 0—18 years of age. Regional Consultants will be asked to give informal appraisals of the impact of State Library program promotions, training, and exhibits.

**Project Title**        **Prime Time Family Reading Time**

**Project Sub-program** QALO        **Objective #** 3A            **Project #**   **04-3A1-A**

**Needs Assessment Children and Youth Services Survey**

**Secondary Needs Assessment Summer Reading Evaluation**

**KDLA Based**    ☐        **Libraries Served** Public

**Subgrant**    ☒    **Subgrant Recipient To Be Determined**

**Estimated Number To Be Served** **100**

**Congressional District To Be Served  To Be Determined**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☒  Adults                              ☐  Public Library Trustees
☒  Children                            ☐  Rural Populations
☐  Institutionalized Persons           ☐  Senior Citizens
☐  Library staff and Volunteers        ☐  Statewide Public
☐  Non-Limited English Speaking Persons ☐  Urban Populations
☐  People with Special Needs           ☐  Young Adults and Teens
☐  Pre-School Children

**IMLS Performance Category (Choose at least one but not more than three)**

☒  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☒  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☒  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☐  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective

To extend the successful *Prime Time Family Reading Time* program into a minimum of three additional Kentucky libraries

*Prime Time* is a unique intergenerational six week program of reading and discussion held in public libraries. Developed and sponsored by the Louisiana Endowment for the Humanities, the program features award-winning children's picture books that stimulate discussion about themes and problems encountered in everyday life. Each discussion is led by a storyteller and a humanities scholar. *Prime Time* is designed for at-risk children aged six to ten along with their parents.

In FFY 04, three Kentucky libraries sponsored *Prime Time* projects funded by LSTA subgrants. Coincidentally, the Kentucky Humanities Council received a grant to place *Prime Time* in five libraries. The State Library worked cooperatively with KHC to run all eight projects in partnership thereby saving training expenses and allowing the participants to develop a supportive network to aid in implementation of their projects. (This included an on-line discussion list hosted by the State Library.) These libraries, in addition to one public library that had a *Prime Time* project in 2002, made a total of nine Kentucky public libraries with *Prime Time* experience. These projects have demonstrated that *Prime Time* is an extremely effective family literacy model.

## Summary of Need

Numerous studies indicate that children tend to become good readers if they grow up in environments where books and reading are significant parts of daily family life. Over 200,000 Kentucky children live in families with incomes below the federal poverty threshold. Often these children are in homes where reading is not a priority. Kentucky's at-risk children need multigenerational strategies to help them become strong, independent readers and to encourage their acceptance of reading as a necessary skill, a life-long activity, and a pleasure. Public libraries have traditionally addressed these issues, and a new model for promoting children's reading in the context of family will enable Kentucky libraries to more effectively meet this need for literacy support.

## Needs Assessment

In a 2002 survey, when asked to rank the three greatest needs for public library service to children and teens, the following percentages of librarians responding said:

- 23%--increased outreach and multi-generational programming
- 41%--increased programming to promote reading among all age groups from 0—18 years of age
- 62.5%--improved strategies for retaining children as readers as they become young adults

## Solution

A minimum of three Kentucky public libraries will receive subgrants to support *Prime Time Family Reading Time* projects. Should the Kentucky Humanities Council secure funding for additional sites, both projects would again be administered as a cooperative endeavor.

## Outcome

In each library, a *Prime Time* project will introduce families to discussing books.  Participants will develop comfort and enthusiasm about reading and discussing books and about using their public libraries.  Parents and children will learn how to select appropriate books.  Family communication will improve as parents and children bond around the act of reading.

## Evaluation

### Key Output Targets

- At least three Kentucky public libraries will receive subgrants to support *Prime Time Family Reading Time* projects.
- Each participating library will enroll at least fifteen child/parent pairs (total 30 individuals) in its program.
- Each library will report at least 80% retention of participants based on a comparison of attendance at the first and last *Prime Time* sessions.
- Each library will register 100% of participants for library cards.

### Key Outcome Targets

- At each site 50% of participating parents will report that their *Prime Time* experience improved the way they talk to their children.
- At each site, at least five participants will report that their *Prime Time* experience helped them select more appropriate books for their reading sessions.
- Three months after their *Prime Time* experience, 50% of parent participants will be able to name at least one book not on the program's book list that they have read with their children since the program.
- 50% of program participants will return to use public library services at least once after the series of *Prime Time* programs.
- At each site, at least five individual participants who had not visited the library before attending *Prime Time* will be recognized by library staff as "regular library users" three months after participating in the program.

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)

The Consultant will assist participant library staff in developing and using an evaluation instrument with program participants.  Subgrantee libraries will report their experiences and findings on a quarterly basis and will submit a final evaluation of the program's overall successes and/or problems.  The Consultant will attend Prime Time sessions at all three locations to gather information for a final report on project activity and benefit.

**Project Title**     **Online Homework Help**

**Project Sub-program** QALO     **Objective #** 3A     **Project #**   **04-3A1-B**

**Needs Assessment Children and Youth Services Survey**

**Secondary Needs Assessment Summer Reading Evaluation**

**KDLA Based**  ☐     **Libraries Served** Public

**Subgrant**  ☒   **Subgrant Recipient**   **To Be Determined**

**Estimated Number To Be Served**   **To Be Determined**

**Congressional District To Be Served**  **To Be Determined**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**

| | |
|---|---|
| ☐ Adults | ☐ Public Library Trustees |
| ☒ Children | ☐ Rural Populations |
| ☐ Institutionalized Persons | ☐ Senior Citizens |
| ☐ Library staff and Volunteers | ☐ Statewide Public |
| ☐ Non-Limited English Speaking Persons | ☐ Urban Populations |
| ☐ People with Special Needs | ☒ Young Adults and Teens |
| ☐ Pre-School Children | |

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)

☐ Cultural Heritage (includes local history and preservation)

☐ Digitization and Digital Library Projects

☐ Economic Development (includes job and career services)

☒ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)

☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)

☐ Institutional Library Services

☐ Intergenerational Programs

☐ Interlibrary Loan

☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)

☐ Mobile Services

☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)

☐ Software and Equipment

☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)

☐ Technology Infrastructure

☐ Training for the Public

☐ Virtual Library Services

**Project Objective**
To give public libraries opportunities to provide students after-school homework help by means of Internet access to tutoring

**Summary of Need**
Public librarians often attempt to serve children and youth who have homework assignments that require assistance the librarians themselves are not equipped to provide. In most Kentucky libraries, students needing homework help far outnumber the staff available to work with them. While librarians can assist students in some subjects, almost no librarians have the range of subject area expertise to competently respond to every student request. It is argued that homework help should be the sole responsibility of schools, yet that does not alter the fact that children are routinely seeking this kind of academic assistance in public libraries. Kentucky public librarians need support for giving homework help.

A demonstration project for online homework help in a small number of Kentucky public libraries was funded for FFY 2004. Due to State Library staffing problems, it was not possible to start the project until the last half of FFY 2004. In order to get a valid assessment of the value of online homework help, the need exists to extend the demonstration project through FFY 2005.

**Needs Assessment**
2001 California State Library research documented the chief reasons teens (13—18 years of age) visited their public libraries—to conduct research for school projects and to complete homework assignments.

In 2001, Robertson County Public Library in Kentucky received an LSTA grant to address the need for homework help within its community. In this least populous county of the state, homework help was in such demand that the services created by the grant project have been continued, were expanded in 2002, and currently need further expansion to address increasing student requests.

Working closely with community schools, Lexington Public Library initiated online homework help in 2002. The service continues to be heavily used and positively evaluated by students.

**Solution**
Tutor.Com is an online tutoring service that contracts with public libraries nationwide to provide web-based services through which individual students work in live, real-time sessions with subject area tutors. The average session is twenty minutes. Students and tutors use many web-based tools for instruction— "Instant Messenger" communication, white board technology, and hot links to web sites related to the topics of the tutoring. Tutors are trained teachers with special expertise in online instruction. After each session, students are given opportunities to evaluate the service using electronic survey forms. The State Library will work with Tutor.Com
- to develop a project that will demonstrate the value of offering online homework help
- to develop and clearly document efficient procedures whereby online homework help could be extended to additional Kentucky public libraries if the demonstration project is deemed successful

**Outcome**

Libraries will improve their services to students needing homework help.  Students receiving online homework help receive improved grades.

**Evaluation**

**Key Output Targets**
- Approximately three Kentucky public libraries will receive one year of service from Tutor.Com to enable them to participate in an online homework help demonstration project.
- A minimum of 50 individual student customers of each participating library will have at least one online tutoring session during the project year.
- A minimum of 10 individual student customers of each participating library will have at least three online tutoring sessions during the project year.

**Key Outcome Targets**
- From each participating library, at least 10 students who received online homework help will report improved grades in the subjects in which they received tutoring.  (A control population of students will agree in advance to report their grades before and after tutoring.)
- In each participating county, at least three teachers will be able to give anecdotal examples of student improvement that can be attributed to online homework help.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**

Librarians in each participating library will document increased and improved services to students seeking homework help.  Subgrantee libraries will report their findings, experiences and results on a quarterly basis.  Subgrantee libraries will submit final evaluations of the program's overall successes by comparing before and after statistical data.  Libraries will supply anecdotal as well as survey information regarding the benefits of the program.  Tutor.Com will provide web-based reports with comments and satisfaction ratings.

**Project Title**　　　　**Early Childhood Development Subgrant**

**Project Sub-program** QJAL　　　　**Objective #** 3B　　　　**Project #**　04-3B1

**Needs Assessment Children and Youth Services Survey**

**Secondary Needs Assessment Summer Reading Evaluation**

**KDLA Based**　☐　　　**Libraries Served** Public

**Subgrant**　☒　**Subgrant Recipient**　**To Be Determined**

**Estimated Number To Be Served**　**To Be Determined**

**Congressional District To Be Served**　**To Be Determined**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☒ Adults
☐ Children
☐ Institutionalized Persons
☐ Library staff and Volunteers
☐ Non-Limited English Speaking Persons
☐ People with Special Needs
☒ Pre-School Children

☐ Public Library Trustees
☐ Rural Populations
☐ Senior Citizens
☐ Statewide Public
☐ Urban Populations
☐ Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☒ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☒ Intergenerational Programs

☐ Interlibrary Loan
☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☒ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐ Software and Equipment
☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐ Technology Infrastructure
☐ Training for the Public
☐ Virtual Library Services

## Project Objective
To support public libraries in the creation of developmentally appropriate collections and services for children from birth through three years of age, their families, and/or caregivers.

## Summary of Need
Language development begins at birth.  School readiness depends chiefly on language development.  The adults who care for infants and toddlers are their first and most important teachers.  Excellent public library service can help families and caregivers of children from birth through three years of age understand how sharing books and reading aloud will stimulate and promote babies' facility with language.  In this way, developmentally appropriate public library collections and services can influence future academic success.

## Needs Assessment
During 2003, many of Kentucky's public librarians continued to be active members of their Community Child Care Councils.  From state grants to these councils, several of their libraries received funds to provide books and materials to support outreach to child care facilities.  Several librarians participated in organizing training for child care providers and parents as part of a new child care quality rating system currently in use across the state.  Slowly but surely, child care providers are seeing the value of working with their public libraries on emergent literacy issues.  Increasingly they are requesting collections and services for their children.  More and more often, child care providers are sending their young families to public libraries for reading enrichment and information services.

Even libraries that are not affiliated with their Community Child Care Councils are offering programming for babies in increasing numbers both in their libraries and at outreach sites.  More and more librarians are modeling techniques to stimulate infant language development through reading books and sharing poetry, songs, and games.

To support this newly developing service, the State Library offered intensive training at its biennial statewide children's services conference in September 2002.  The training was well received, and many librarians' written evaluations underscored the need to reach children from birth through three years of age by initiating infant/toddler programming and parent education activities in their libraries.  The same was true of evaluations of regional training opportunities offered to small groups of librarians during 2002 and 2003. Gradually Kentucky librarians are coming to understand that offering emergent literacy services might be their most important work.  The need exists to support the growth of this type of service.

## Solution
Subgrants ranging from a minimum of $2,000 to a maximum of $10,000 will be awarded competitively.  Each public library receiving a subgrant will implement a new developmentally appropriate project for children from birth through three years of age, their parents, and/or caregivers.

**Outcome**

Recipient libraries will improve services to children from birth through three years of age, their families, and/or caregivers. Target populations of the subgrants will increase their use of library materials and services.

**Evaluation**

**Key Output Targets**
- At least two libraries will receive subgrants to develop appropriate collections and services for children from birth through three years of age, their families, and/or caregivers.
- Output targets specific to each project will be determined.

**Key Outcome Targets**
- Outcome targets specific to each project will be determined.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**

Recipient libraries will provide data to verify outcomes. The Consultant will gather information for a final report on project activity by visiting each recipient library at least once during the year.

**Project Title** **Training Equipment / Data Projector Subgrants**

**Project Sub-program QBBO** **Objective #** 4A **Project #** 02-4A1

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment KDLA/KYVL Training Survey**

**KDLA Based** ☐ **Libraries Served Public**

**Subgrant** ☒ **Subgrant Recipient To Be Determined**

**Estimated Number To Be Served To Be Determined**

**Congressional District To Be Served To Be Determined**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☒ Adults
☒ Children
☐ Institutionalized Persons
☒ Library staff and Volunteers
☐ Non-Limited English Speaking Persons
☐ People with Special Needs
☐ Pre-School Children

☐ Public Library Trustees
☐ Rural Populations
☒ Senior Citizens
☐ Statewide Public
☐ Urban Populations
☒ Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☐ Intergenerational Programs

☐ Interlibrary Loan
☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☒ Software and Equipment
☒ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐ Technology Infrastructure
☒ Training for the Public
☐ Virtual Library Services

## Project Objective

To provide grants to purchase equipment sets that include but are not limited to any of these component parts:  data projector (required), amplifier, speakers, wireless microphone, carrying case, AV cart, screen, VCR and/or DVD player, laptop computer with DVD player, software which will be used to provide training, presentations and video/DVD programs in the local library and community at large.

## Summary of Need

Libraries need equipment which will allow them to provide technology training at a local level.  This same equipment is needed to show videos and DVDs to large audiences.  Community organizations and businesses need this equipment for use in presentations and training opportunities.

## Needs Assessment

The "Public Library Services Forums" begun in 2001 held by KDLA across Kentucky continue to be held.   Three of the identified values that were brought forward and continue to be discussed are life-long learning, technology and pride.  The more information that is available to library clients the better equipped they will be to pursue wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives.  Libraries continue to forge ahead to provide clients with information that they need in the most effective and efficient manner possible.   Technology provides the means to accomplish this project.  It has already been well proven through the initial phase of this project that libraries can take a great deal of pride in having such sophisticated equipment as this to loan to community businesses and organizations for their use.

In July 2002, KDLA and KYVL staff met to continue their partnership in conducting their third annual training Needs Survey.  Because of severe staff shortages at KYVL, the survey was created but never mounted and conducted.   However, an online survey by KDLA is anticipated to be conducted in Spring 2004.  Subsequently, we will rely upon the results of our previous year's survey for now.   We also have comments from the last round of extremely successful Gate's Foundation Grant supported technology based training which ran through November 2002 which continues to validate the findings of the 2001 survey.  Over 400 library staff members from all types of libraries throughout the state responded through websites or on paper about what they wanted to learn about and how, when, and where they wanted that training.  Technology related and based training was a significant part of this survey.  It was also expressed that the potential participants would prefer training to be as close to their home base as possible.

All public library staff and clients need technology based training.  The more localized this training can be the more effective it is.  Unfortunately, few public libraries have either the physical space or the fiscal resources to have and maintain a computer lab in their facilities.  However, most have either a meeting room or some space in which they could train people.  Crowding around a computer monitor in these situations is not the ideal solution.  Utilizing a data projector would allow better visual access to information being presented.  There is also a need to be able to project videos and DVDs to large audiences.  To date, the only methods that could be used to project film media to large audiences were either 16mm film projectors or large screen TV theater units with video and DVD capability.  Some public libraries are still utilizing 16mm projectors but keeping them operating is a major challenge both in

locating someone to fix them and in paying for this specialized service once it's located.  TVs and VCRs are only effective with very small groups and many libraries' units are broken.  Many libraries are not providing media programming for large audiences because they have no method of projecting videos/DVDs for large audiences.   Community organizations some of which already use public library meeting spaces have need of the use of a data projection unit for presentation or training purposes.

## Solution
KDLA will offer and administer a minimum of 9 non-competitive grants to libraries which are nominated by their regional consultant.  These funds will be used to purchase data projector configurations which are appropriate to the communities' needs.  These configurations could include but are not limited to data projector (required), amplifier, speakers, wireless microphone, carrying case, AV cart, screen, VCR and/or DVD player, laptop computer with DVD player, software.

## Outcome
These units will allow libraries to have access to more timely technology based training on a local level. Public libraries will be able to use these units to project videos/DVDs to large audiences.  Public libraries will be able to more readily partner with community organizations for presentations and training.

## Evaluation

## Key Output Targets
- Public library staff will utilize this equipment for presentation and/or training purposes 10 times during each full year.
- Community organizations and businesses will utilize this equipment for presentation and/or training purposes 10 times during each full year.

## Key Outcome Targets
- Clients at the recipient libraries will be served by library staff who are more confident in their knowledge and skills and will subsequently provide more accurate and complete responses to information requests.
- Members of community organizations and businesses will have better informed and skilled members and workforces as a result of training opportunities and presentations.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
Subgrant recipients will submit annual reports relating progress, statistical and anecdotal information. The project monitor will submit a summary of all the results and impacts of all subgrants at the end of the project.

**Project Title**     **Continuing Education  - KDLA**

**Project Sub-program** QCGO     **Objective #** 4A        **Project #**   01-4A2

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment Public Library Services Forums**

**KDLA Based**     ☒        **Libraries Served** Special

**Subgrant**     ☐   **Subgrant Recipient** _____

**Estimated Number To Be Served 166**

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Library Technology, Connectivity and Services

**Primary Users**
☐  Adults
☐  Children
☐  Institutionalized Persons
☒  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☐  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☒  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

## Project Objective

To provide funds for State Library Staff for training, continuing education, higher education classes, workshops and seminars to assist staff to continuously improve their skills and knowledge so that they in turn can more accurately assist patrons and libraries meet their needs.  Also, to provide for training for supervisors to increase the supervisory skills in the agency.

## Summary of Need

The need is to fulfill employee's requests for training to meet the demands placed upon them for increased skills and knowledge so they can better serve their customers and to meet the needs of improved skills required for supervisory staff.

## Needs Assessment

The Kentucky Department for Libraries and Archives is committed to having a trained and well-prepared workforce, as well as skillful and knowledgeable supervisors.  In order to provide the services our citizens and public agencies require and demand, a continuing investment must be made.  Staff training is a focus of KDLA's strategic plan which states that KDLA will create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace.  Having developed a "Training Institute" for the agency to set a standard for continuous training and education for employees, a need was established for all staff to increase their skills and knowledge annually.  Likewise, in an earlier strategic planning process the need of improved supervisory skills was established.  Therefore, requests for classes, workshops and training have increased significantly.

## Solution

To meet these increased requests for continued education and provide opportunities for staff to take classes through the Governmental Services Center, outside vendor training, higher education classes and via offerings at conferences, seminars and annual meetings.  Funding must be provided to support the fees and travel to various sites for training.  The following will be done:

1.  A schedule of workshops and class instruction will be offered at the Governmental Services Center on a quarterly basis.  Some will be provided on-site at the State Library.  Other training classes will be offered at various locations in the state including sites in the form of videoconferences.
2.  Employees will be encouraged to participate in training and continuing education through promotional materials, via e-mail and in division meetings.
3.  Funds will be allocated for external training instruction, seminars and workshops including the travel to attend these sessions.
4.  Funding is also included for field staff and library consultant training in special areas.
5.  Videos, CD's and manuals will be purchased for frontline self-instruction at training workstations, which the Information Technology Team's Training Workgroup will support and maintain.
6.  Funding will be used to support staff participation in conferences, seminars, forums and various professional meetings which offer learning opportunities.

7.      One large-scale training day will be offered for the entire staff. This project will provide support for the program, speakers and operating expenses.
8.      A quarterly series of seminars will be held to assist the supervisory staff improve knowledge and skills to improve their abilities to supervise and lead employees.

## Outcome

Staff will be better equipped personally and professionally to meet the State Library's customers' needs. The project will produce a better-trained, more mature workforce who can more capably deal with conflict, problems, concerns and issues, as well as providing service in the most efficient means.  It will also produce more knowledgeable managers equipped with timely skills and techniques to better develop their staff.

It is projected that 100% of the full-time permanent staff will take training this year.  Last year there was in excess of 550 training contacts made.  With greater demand and awareness of the importance of education to be relevant in the workplace, through the Training Institute, this number is expected to increase.

## Evaluation

## Key Output Targets
- 100% of employees will attend at least two continuing education training sessions to meet the standard set forth in the Training Institute.
- Four training sessions will be offered for all supervisory staff during the year.

## Key Outcome Targets
- At least 75% of staff will indicate that they feel better equipped to do their job and better understand workplace skills or are more proficient in their work.
- At least 50% of staff will indicate that Staff Development Day training was relevant to their needs.
- At least 60% of supervisors will indicate that they benefited from the Forums through evaluation forms.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
Staff will indicate through their testimonials how they have changed as employees, and how they are better (or worse) equipped to do the job they were hired to do.  Randomly selected staff will be interviewed to assess what difference these classes/training have made in their work and service to clients. Staff members will complete an evaluation form at the end of Staff Development Day rating the success of the day with comments on what was useful and what was not.

**Project Title**     **Continuing Education - Public Libraries**

**Project Sub-program** QAPO      **Objective #** 4A          **Project #** 04-4A3

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** KDLA/KYVL Training Survey

**KDLA Based**     ☒          **Libraries Served** Public

**Subgrant**     ☐   **Subgrant Recipient** _____

**Estimated Number To Be Served** 2,000

**Congressional District To Be Served** Statewide

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐  Adults                                    ☒  Public Library Trustees
☐  Children                                  ☐  Rural Populations
☐  Institutionalized Persons                 ☐  Senior Citizens
☒  Library staff and Volunteers              ☐  Statewide Public
☐  Non-Limited English Speaking Persons      ☐  Urban Populations
☐  People with Special Needs                 ☐  Young Adults and Teens
☐  Pre-School Children

**IMLS Performance Category (Choose at least one but not more than three)**

☐  CE for the public (includes distance education and lifelong learning)

☐  Cultural Heritage (includes local history and preservation)

☐  Digitization and Digital Library Projects

☐  Economic Development (includes job and career services)

☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)

☐  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)

☐  Institutional Library Services

☐  Intergenerational Programs

☐  Interlibrary Loan

☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)

☐  Mobile Services

☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)

☐  Software and Equipment

☒  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)

☐  Technology Infrastructure

☐  Training for the Public

☐  Virtual Library Services

## Project Objective
To provide training through workshops, grants, conferences and institutes directed at library personnel, governing board members, administrators, and volunteers.  Expanded education and awareness among those involved will benefit library users in acquiring new knowledge and skills.

## Summary of Need
Kentucky law requires librarians and library staff working with the public to be certified.  Job positions dictate the minimal level of certification and formal education is the primary factor.  Renewal of certification is required every five years and continuing education is the chief source of renewal points.  Although not the only provider of continuing education in Kentucky, the Kentucky Department for Libraries & Archives has recognized its educational role and taken a lead in providing CE activities for library staff.  The ultimate goal of having better-trained staff is better libraries giving the best service possible to their communities.  The trustees on the boards for public libraries have an important job to do and need information on their responsibilities to the library and their community.  This project does not forget trustees.  CE events sponsored by KDLA and others will be included on the Continuing Education calendar on the department's Web page.

## Needs Assessment
In June 2001, KDLA, the Kentucky Library Network, and the Kentucky Virtual Library partnered to conduct the second annual Training Needs Survey.  Over 400 library staff members from all types of libraries throughout the state responded through web sites or on paper about what they wanted to learn about and how, when, and where they wanted that training.

## Solution
A variety of events such as workshops, teleconferences, institutes, and conferences sponsored by KDLA and financial assistance are parts of the project.  The Field Services Division also has librarians in regional offices across the state serving as consultants.  With day-to-day contact with trustees, directors, and library staff they personally see gaps and needs in training.  The project provides funds to be used by the regional consultants in consultation with the statewide CE consultant for regional CE opportunities.  As stated earlier, KDLA is not the only source of CE opportunities.  The service population may elect to attend non-KDLA sponsored short-term events or to take classes that relate to their responsibilities.  Financial assistance in the form of registration payments and tuition reimbursements is possible and primarily used by the regional consultants.  The anticipated activities planned by the statewide consultant for the fiscal year include:

- The 2005 **Trustee Institutes** will offer multiple locations for a program that will address an important issue as well as the opportunity for the trustees to network with others.
- With the **Support Staff Symposium** KDLA plans to continue its relationship with the Greater Cincinnati Library Consortium, a multi-type library organization.  KDLA has partnered with GCLC in presenting a day of sessions directed specifically at library support staff.  Funds will go to GCLC for direct conference support and registration reimbursements will be available to Kentucky public libraries.

- Sometimes the best learning is done with others and because most libraries have only one person providing bookmobile and/or outreach services, a **Bookmobile and Outreach Services Conference** gives those persons an excellent opportunity for learning from presenters and other service providers.
- **Tuition reimbursements** have come from the allotted funds of the regional consultants and have historically been used for undergraduate level classes. Because the higher costs for graduate level classes would rapidly deplete the regional allotments, no reimbursements for graduate level coursework have been made in the past. To encourage the pursuit of library science graduate degrees by full-time public library employees, tuition reimbursement for successfully completed classes from American Library Association accredited graduate programs will be funded centrally.
- The post-World War II boom generation is swelling the demand for genealogy resources and knowledgeable assistance at public libraries. Though the Internet has made research easier than ever, local libraries are feeling the pressure from these customers. Multiple sessions of **Genealogy** workshops will be provided around the state.
- Administrators, facilities managers, and trustees are the audience for day-long workshops on **A Safe and Healthy Building**. Indoor air quality and patrons with physical limitations are the related topics in making the library a safer and healthier place to use. Attendees will also learn to survey a building for potential indoor air quality problems as well as security and safety risks. Locations on either side of the state will be used.
- The members of the communities served by public libraries are not all alike. Steps like audio books, large print materials, and ADA have helped patrons with special needs, but more is needed. Workshops on necessary and affordable **Adaptive Technologies** will address access and services.
- Various age groups should be represented in a library's programming. Workshops addressing **Library Programming for Adults** will discuss best practices and provide examples of successful programs.
- A **Network Administrators Bootcamp III** will give participants a comprehensive, in-depth introduction to the administration of computer networks as they are found in the library environment. Emphasis will be placed on security, configuration and overall system administration of the Windows operating systems which are replacing NT in library situations. Students completing the course should be adequately prepared to oversee the daily operation and upgrading of their library's computer network. The week-long bootcamp will be offered three times in various locations.

## Outcome

The Kentucky library community will be aware of the possibilities, challenges, and issues that concern libraries today. Trustees, librarians, and library staff will meet colleagues from other institutions and share and learn from each other. Local programming and management will reflect the insights gained from the training opportunities and the exchanges with others. The CE calendar will be updated regularly. All events not requiring a registration fee will have online registration.

## Evaluation

### Key Output Targets
- 900 individuals will participate in CE activities planned by the regional and state-wide consultants.
- The CE Calendar will have increased usage by the number of hits which will increase by 25%.

### Key Outcome Targets
- 75% of programs participants will relate that they gained at least one new skill or enhanced their present skills to help them more effectively serve their library customers.

### Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)

Evaluations at the end of all events will be conducted to collect comments on the specific event, how the information presented will be utilized at the library, and topics for future events. They will report the extent and practicalities of knowledge gained at the training event and evaluate the presenter and location.

**Project Title**        **Library Trustee Conference**

**Project Sub-program** QAPO      **Objective #** 4A        **Project #**   **04-4A3-A**

**Needs Assessment** **Public Library Services Forums**

**Secondary Needs Assessment** **Public Library Services Forums**

**KDLA Based**    ☐      **Libraries Served** **Public**

**Subgrant**    ☒    **Subgrant Recipient** **Kentucky Library Trustees Association**

**Estimated Number To Be Served** **675**

**Congressional District To Be Served** **Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
| | |
|---|---|
| ☐ Adults | ☒ Public Library Trustees |
| ☐ Children | ☐ Rural Populations |
| ☐ Institutionalized Persons | ☐ Senior Citizens |
| ☐ Library staff and Volunteers | ☐ Statewide Public |
| ☐ Non-Limited English Speaking Persons | ☐ Urban Populations |
| ☐ People with Special Needs | ☐ Young Adults and Teens |
| ☐ Pre-School Children | |

**IMLS Performance Category (Choose at least one but not more than three)**

| | |
|---|---|
| ☐ CE for the public (includes distance education and lifelong learning) | ☐ Interlibrary Loan |
| ☐ Cultural Heritage (includes local history and preservation) | ☒ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning) |
| ☐ Digitization and Digital Library Projects | ☐ Mobile Services |
| ☐ Economic Development (includes job and career services) | ☐ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services) |
| ☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers) | ☐ Software and Equipment |
| | ☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills) |
| ☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing) | ☐ Technology Infrastructure |
| | ☐ Training for the Public |
| ☐ Institutional Library Services | ☐ Virtual Library Services |
| ☐ Intergenerational Programs | |

**Project Objective**
To provide a grant to the Kentucky Library Trustees Association for the expenses of attendance at the joint Kentucky Public Library Association/Kentucky Library Trustees Association conference by one trustee per library development region.

**Summary of Need**
Members of public library boards often have little background in the operation and services of public libraries. The conference helps to keep trustees up-to-date with the latest developments in the library environment, as well as providing information related to board operation and management.

**Needs Assessment**
The process by which vacancies on a board are filled is determined by the method by which the board was established. The two basic methods are: The current board submits for approval two names per vacancy to the state librarian and commissioner who then sends them onto the local county judge-executive. That official, with the approval of the fiscal court, appoints one of the two. The other method is for the local mayor or county judge-executive to simply appoint an individual. State regulations do not give minimum qualifications, so the level of the experience and knowledge of trustees with the library, its operations, and their duties can be none. Preparation leads to better performance. In the 1999 edition of the Kentucky Public Library Trustee Manual a letter from the State Librarian and Commissioner states "…good Boards mean good libraries; and that outstanding Boards mean outstanding libraries." Regional consultants work with the boards and provide training, but contact with other trustees and library specialists at statewide meetings adds an important dimension to their knowledge. Previous recipients have stated they were very glad they made the time to attend the conference and learned a lot.

**Solution**
Public library board trustees may submit applications in a competitive process for funds to cover their travel expenses to the spring conference. The criteria for selection include the library development region and status of previous applications, if any. The conference registration and payment are made by KLTA for the selected trustees. Individual checks for travel are paid to the successful applicants.

**Outcome**
Trustees, who have not received a grant previously, attend the conference and take advantage of the variety of sessions and speakers at the conference to gain new knowledge and hear about what other libraries are doing. Trustees will use the knowledge to make informed decisions regarding their library's operation and services, resulting in better service to the community.

**Evaluation**

**Key Output Targets**
- At least 5 applications for trustee grants will be submitted from each library development region.
- Over 50% of the applications will be from trustees who have not been awarded grants in previous years.
- At least 12 trustees representing all of the library development regions will attend the conference.

**Key Outcome Targets**
- Two-thirds of a post-conference evaluation forms sent to their home address will be returned and will contain at least one comment on the applicability of the program to their role on the board.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
The recipient trustees will meet other trustees from around the state and share their knowledge and experience as trustees. Information gained at various sessions and pre-conferences will be applied to later decisions on library operations. Regional Consultants attending board meetings after the spring conference will report their observations to the CE Consultant.

**Project Title**     **Regional Consultant and Assistance**

**Project Sub-program** QAAO     **Objective #** 4B          **Project #**   04-4B1

**Needs Assessment** Public Library Services Forums

**Secondary Needs Assessment** Public Library Standards

**KDLA Based**     ☒          **Libraries Served** Public

**Subgrant**     ☐     **Subgrant Recipient** _____

**Estimated Number To Be Served** 1,873,130

**Congressional District To Be Served  Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐   Adults
☐   Children
☐   Institutionalized Persons
☒   Library staff and Volunteers
☐   Non-Limited English Speaking Persons
☐   People with Special Needs
☐   Pre-School Children

☒   Public Library Trustees
☐   Rural Populations
☐   Senior Citizens
☐   Statewide Public
☐   Urban Populations
☐   Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☐   CE for the public (includes distance education and lifelong learning)
☐   Cultural Heritage (includes local history and preservation)
☐   Digitization and Digital Library Projects
☐   Economic Development (includes job and career services)
☐   Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐   Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐   Institutional Library Services
☐   Intergenerational Programs

☐   Interlibrary Loan
☒   Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐   Mobile Services
☐   Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐   Software and Equipment
☒   Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐   Technology Infrastructure
☐   Training for the Public
☐   Virtual Library Services

## Project Objective
To support the development of all phases of public library operations and administration by providing training, experience and knowledge for public staff, directors and trustees.

## Summary of Need
In today's rapidly evolving information environment public library directors and trustees need assistance to prepare for the effective planning, implementation and evaluation of public library programs and services. Public libraries are governed by volunteer boards and many library directors require assistance in developing, administering and promoting quality public library programs. Kentucky Department for Libraries and Archives provides a network of trained professional librarians to provide assistance to library trustees and library directors. Regional librarians, administrative assistants and a branch manager provide support to public library development. They promote the full development of Kentucky's public libraries by acquiring new or updated skills or concepts through continuing education. Unfortunately, recent budget cuts have left vacant consultant positions in one fourth of Kentucky's regions unfunded. This has created a serious void that needs to be filled. We currently have only 9 Regional Library Administrators to provide services to 12 regions.

## Needs Assessment
Many Kentucky libraries do not have sufficient funding to hire staff with graduate level training in librarianship. Therefore, they rely heavily on regional consultants provided by the state library for guidance on a variety of issues. KDLA regional consultants are required to have a graduate level library degree. They make recommendations through attendance at regional library director meetings and library board meetings. The knowledge and training level of trustees and staff throughout Kentucky has been evaluated through regular attendance at these meetings. The observations of regional consultants have revealed that many trustees and staff are in need of assistance from professional librarians who have received specialized training. KDLA has not been able to provide a consultant for 29 of Kentucky's 118 counties, because there is currently no funding for 3 Regional Library Administrator positions. As a result, the remaining regional consultants have been providing services to these counties in addition to their normal duties. The Northern Kentucky Regional Administrator position has been vacant since November 2002. The Kentuckiana Regional Administrator position has been vacant since February 2002. The Buffalo Trace/Gateway Regional Administrator position has been vacant since October 2000.

## Solution
The solution is to best utilize the trained professionals who provide public library boards and directors with guidance in establishing and managing public library programs. KDLA is always seeking new methods for providing better services and for providing core services to libraries in the vacant regions. The Public Library Development Branch Manager, 9 Regional Library Administrators and their administrative assistants will promote the full development of Kentucky's public libraries by acquiring new or updated skills or concepts through continuing education. Public library trustees and directors throughout Kentucky are provided with expertise from consultants in the areas of budget management, policy development and procedures, grants and programs, continuing education, collection development, statistical reports, legislation, automation, technology, community relations, long range planning and more.

To communicate these concepts, it is essential for Regional Library Administrators to attend library board meetings, library director meetings and have ongoing exchanges with library directors. Public Library Leadership Institute was a project to enhance the leadership skills of selected library directors and trustees from libraries throughout Kentucky. KDLA consultants also promote learning through regular publications. Publications produced by field consultants include *Public Library Newsletter, SelectioNotes and Trustee Training Tips.* The newest publication is *Kentucky Library News Digest*. This is an online publication that provides recent news items related to Kentucky libraries. *Kentucky Public Library Standards: Direction and Service for the 21st Century* assists public libraries with achieving compliance with basic standards and is a top priority for consultants. The Kentucky Library Association will award certificates of achievement to libraries that maintain the outlined standards**.**

## Outcome
Trustees and library directors will be able to evaluate their programs and pursue efforts to provide fully developed library services. They will be supported in these efforts by the guidance of consultants with expertise in the areas of budget management, policy development and procedures, grants and programs, continuing education, collection development, statistical reports, legislation, automation, technology, community relations, long range planning and more.

## Evaluation

## Key Output Targets
- Regional consultants will make at least 900 site visits to public libraries to assist libraries in developing library programs.
- The branch manager will meet with regional consultants at least 50 times to coordinate and assist with projects and program development.
- Regional consultants will facilitate at least 100 meetings to offer advice and consultations to public library boards.
- Regional consultants will provide at least 70 educational opportunities.
- Regional consultants will work with public library boards and directors in 25 counties to review the status of self-evaluation, standards and planning efforts.

## Key Outcome Targets
- At least 10 public libraries will begin to use Kentucky Public Library Standards: Direction and Service for the 21st Century to evaluate the status of their library programs.
- At least 25% of public library directors will report an increase in skills, understanding of library issues and confidence in doing their jobs of providing library services.
- At least 10% of library trustees will report they feel more confident when making decisions affecting their libraries.

## Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)
Regional consultants will keep statistics on their activities concerning site visits, consultations, and training opportunities, etc. Phone calls will be made to library directors and trustees selected randomly concerning the services of that regional program and the difference it has made in their services. Information will be continually reviewed for use in developing future programs. Results will be reported through mid-year and annual status reports.

**Project Title**        **Library Consultant Resource Support**

**Project Sub-program** QACO        **Objective #** 4B          **Project #**   04-4B1-A

**Needs Assessment** **Public Library Standards**

**Secondary Needs Assessment** **Not Applicable**

**KDLA Based**     ☒          **Libraries Served** **Public**

**Subgrant**     ☐     **Subgrant Recipient** _____

**Estimated Number To Be Served** **1,500**

**Congressional District To Be Served** **Statewide**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐   Adults
☐   Children
☐   Institutionalized Persons
☒   Library staff and Volunteers
☐   Non-Limited English Speaking Persons
☐   People with Special Needs
☐   Pre-School Children

☐   Public Library Trustees
☐   Rural Populations
☐   Senior Citizens
☐   Statewide Public
☐   Urban Populations
☐   Young Adults and Teens

**IMLS Performance Category** **(Choose at least one but not more than three)**

☒  CE for the public (includes distance education and lifelong learning)
☐  Cultural Heritage (includes local history and preservation)
☐  Digitization and Digital Library Projects
☐  Economic Development (includes job and career services)
☐  Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☒  Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐  Institutional Library Services
☐  Intergenerational Programs

☐  Interlibrary Loan
☐  Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐  Mobile Services
☐  Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐  Software and Equipment
☒  Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐  Technology Infrastructure
☐  Training for the Public
☐  Virtual Library Services

**Project Objective**
To equip regional and statewide consultants with resources needed for professional development and growth aimed at guiding public libraries in the right direction by advancing their services to the children and adults in their community.

**Summary of Need**
Professional development generally refers to ongoing learning opportunities.  Reading current literature is one method of attaining professional growth.  The Branch Manager and professional consultants stay abreast of library trends by reading current literature and applying what they have read to advance the needs of public libraries that warrant their support, their input and other consultative services.

**Needs Assessment**
According to the latest *Kentucky Public Library Statistics Report,* 24% of public library employees in Kentucky have less than a Bachelor's degree, while only 12% have the MLS degree.  Additionally, most degreed library directors serve in urban parts of the state.  Because of the gap created by the lack of formal training and education, many public library staff and directors in rural parts of the state do not know what to do to raise library standards and to meet their long and short-term goals.  Situations in a one or two person library may be worsened by staff shortage and severe lack of funds.

**Solution**
There are twelve regional offices of which nine are currently staffed.  Each regional office will receive equal amount of funds which will be monitored by the Program Development Branch Manager.  The Branch will have a separate fund for achieving the same goals.

Throughout the course of the year, regional and statewide consultants will subscribe to professional journals use information gleaned from their reading to help local libraries achieve their goals of meeting public library standards.  Consultants will purchase reference materials based on the needs of local libraries in their region and share purchased literature with all libraries as needed.

Funds will be used to support professional development activities in the Program Development Branch and for in- and out-of-state travels to monitor and consult with libraries that have received subgrants.  The manager will attend local, regional and statewide conferences and workshops towards meeting Agency goals for staff professional development and to assist with branch services in Construction, Continuing Education, Children & Young Adult services, Certification and other areas geared to public library needs and services.

**Outcome**
While working with several different libraries requires many hours of dedication to move projects forward, having well-read and informed consultants will pay dividends.  A consultant with well-grounded knowledge base and good interpersonal skills can be an effective leader.  He or she may have to hold hands at some points, because small and medium sized libraries look to consultants for guidance.

**Evaluation**

**Key Output Targets**
- Regional and statewide consultants will subscribe to at least 25 professional journals.
- The Manager will make at least one site visit to each subgrant recipient library.

**Key Outcome Targets**
- Outcomes per region will be added at project end.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**
Consultants will share their successes, pitfalls, challenges, and all experiences gained as a result of the grant.  They will share anecdotal information as they happen.  Manager will track and monitor requests and outcome of purchased materials.

**Project Title**     **Library Programming Subgrants**

**Project Sub-program** QJAC       **Objective #** 4C          **Project #**   **04-4C1**

**Needs Assessment Public Library Services Forums**

**Secondary Needs Assessment Public Library Standards**

**KDLA Based**    ☐       **Libraries Served** Public

**Subgrant**    ☒    **Subgrant Recipient To Be Determined**

**Estimated Number To Be Served To Be Determined**

**Congressional District To Be Served  To Be Determined**

**LSTA Purpose**
Services for Lifelong Learning

**Primary Users**
☐  Adults
☐  Children
☐  Institutionalized Persons
☐  Library staff and Volunteers
☐  Non-Limited English Speaking Persons
☐  People with Special Needs
☐  Pre-School Children

☐  Public Library Trustees
☐  Rural Populations
☐  Senior Citizens
☒  Statewide Public
☐  Urban Populations
☐  Young Adults and Teens

**IMLS Performance Category (Choose at least one but not more than three)**

☒ CE for the public (includes distance education and lifelong learning)
☐ Cultural Heritage (includes local history and preservation)
☐ Digitization and Digital Library Projects
☐ Economic Development (includes job and career services)
☐ Education-Related Services for Children and Teens (includes after school programs, home schooling, and homework centers)
☐ Information Access and Services (includes reference, collection development, community information services, government information and archives, database access, health information services, e-books, statewide database licensing)
☐ Institutional Library Services
☒ Intergenerational Programs

☐ Interlibrary Loan
☐ Library Development (includes community and user studies, marketing and promotion of library services and strategic planning)
☐ Mobile Services
☒ Outreach Services (includes special needs, ethnic or cultural group services, books by mail, homebound services)
☐ Software and Equipment
☐ Staff Development Education and Training (includes customer service, management, technical, library science education and skills)
☐ Technology Infrastructure
☐ Training for the Public
☐ Virtual Library Services

**<u>Project Objective</u>**
To promote creative programs which introduce and/or reintroduce public library services, their collections, and their resources to local communities or to particular segments of their populations.

**<u>Summary of Need</u>**
"Programs" is here defined as planned activities that are offered by libraries to provide information, instruction, or cultural enrichment to groups or individuals. The purpose of library programming is not only to support the library's mission and embrace its core values, but to promote literacy and reading, to encourage lifelong learning, and to provide occasions for shared family activities. Programs are selected by library staff for their relevance to community needs and interests, popular appeal and suitability for a general audience.

Programming is a method of reminding communities that libraries are affordable to anyone regardless of age or income level. Programs break barriers for citizens who are reluctant about walking into a library. It becomes necessary to showcase the value of public libraries by attracting those who, for one reason or another, are uncertain about walking into a library.

**<u>Needs Assessment</u>**
The intent of programming in a public library is to attract members of the immediate community to valuable and free library services. There are disadvantaged segments in every population, but there are the more affluent groups in society that also have special needs that the library can and should be able to fulfill. Programming helps reach out to all population groups, eventually offering other library services and assistance as nothing else can.

Successful programs have a tremendous impact on public relations and on enhancing the image of a local library. Voters develop positive attitudes towards the library after some positive experiences at the library. They will support the library in times of budgetary or political concerns. Likewise, children with positive experiences at the library will develop positive attitudes towards their library and be motivated to seek other services the library may offer.

**<u>Solution</u>**
In the spring, letters will be mailed to public libraries announcing the availability of grants. A committee made up of public library staff, directors, statewide and regional consultants will meet to review applications and recommend grant recipients. After the Commissioner's final approval, awards will be announced and contracts drafted. Meetings will be arranged with the project directors from each of the libraries that are awarded the grant. The Branch Manager will serve as the project monitor throughout the year.

After the conclusion of the program, project directors from exemplary programs will be invited to participate at the annual Public Library Association Conference to share their experiences and to encourage library programming with peers.

**Outcome**

As a result of library programming:

- The role of the library as a cultural center for the community will be enhanced
- Awareness and use of library resources and services will increase
- Libraries will provide free programs for various age groups, cultures and interest levels
- Libraries will recognize and respond to current issues facing the community
- Libraries will promote reading and lifelong learning in their communities
- There will be an increase in library usage among the under-served populations
- Project directors from grant recipient libraries will share the value of programming to peers

**Evaluation**

**Key Output Targets**

- At least 7 subgrants will be awarded at the start of the fiscal year.

**Key Outcome Targets**

- Outcomes specific to each project will be added after the subgrants have been awarded.

**Project Outcomes and Outputs Documentation and Reporting (What are the data sources?)**

During the course of the fiscal year, each subgrant project will be closely monitored by visits, emails, and phone calls as well as other possible means of contact. Narrative, statistical, financial and anecdotal information will be supplied on reports and evaluations received from local libraries as well as firsthand observations by the project monitor.

**LSTA Administration**

The Kentucky Department for Libraries and Archives is the State Library Administrative Agency charged with the administration, planning, monitoring and evaluation of programs authorized by the Library Service and Construction Act. As such, the State Library will comply with the Federal share and maintenance of effort levels described in SEC. 223 of the LSTA and will use not more than 4% of tits allotted funds on administrative cost for this program. The LSTA programs and regulations will be administered, supervised and monitored under this project. Administrative funds will be used to support operation expenses and staff to sufficiently administer the statewide program; State Advisory Council activities; and statewide planning.